

# **REQUEST FOR PROPOSAL**

**Process Improvement Initiative**

**For**

**Remittance, Return, Data and Image Processing System**



**File No.: 4400008157PSC**

**Proposal Opening Date: October 6, 2008**

**Proposal Opening Time: 10:00AM**

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# **REQUEST FOR PROPOSAL FOR**

## **Process Improvement Initiative**

### **Of**

## **Remittance, Return, Data and Image Processing System**

### **PART I. ADMINISTRATIVE AND GENERAL INFORMATION**

#### **1.1 - Background**

The Revenue Processing Center of the Louisiana Department of Revenue ("LDR") is responsible for the initial processing of all tax returns, remittances, supporting documentation and correspondence received by the Department. The Revenue Processing Center ("RPC") historically processes approximately 4 million returns, 2.4 million remittances, and transmits approximately 20 million images annually.

In 1993, LDR installed high speed scanners and remittance processing equipment to capture images of paper documents and to perform OCR and ICR functions on the data contained on those documents. The Scan Optics VistaCapture system is currently utilized to perform data entry, data correction, and data perfection functions on the data. The system was originally designed to support three (3) taxes and to provide data to a mainframe based back-end tax processing system. The system has been altered since its implementation to accommodate support of approximately thirty-eight (38) taxes. The Department has also migrated to a new integrated tax processing system, Gentax, a COTS application provided by Fast Enterprises, LLC.

The Revenue Processing Center ("RPC") currently has a staff of 88 permanent employees and uses approximately 120,000 temporary employee man-hours annually. RPC employees work approximately 12,000 man-hours of overtime annually. The majority of the overtime is worked during the two annual peaks in April and May. During the period between February and May each year, RPC has a second shift which works for 4.5 hours daily on mail opening tasks, scanning, character correction and data correction tasks, and, occasionally, deposit tasks.

An overview of the RPC organizational structure is as follows:

- **Administrative Section:** This section is comprised of Tax Directors and an administrative staff consisting of secretarial staff, a Revenue Management Consultant, and a Management Analyst.
- **Document Preparation Section:** This section receives incoming mail; extracts the contents of the envelope; performs document preparation tasks; compiles batches of like documents for further processing; and transfers the batches to the System Operations Section for scanning or microfilming.
- **Editing Section:** This section receives exception type documents and documents that do not contain all information necessary for downstream processing from the Document

Preparation Section. The appropriate research is done to gather any needed information then the documents are batched and transferred to the System Operations Section for scanning or microfilming.

- **System Operations Section:** This section is responsible for the scanning or microfilming of documents and remittances received from the Document Preparation and Editing sections. Remittances are imaged together with the associated tax document on high speed scanners and remittances are processed on Unisys NDP 250's for encoding and endorsing using J&B TMS software.
- **Data Capture and Correction Section:** This section is responsible for data correction and perfection functions associated with data captured from documents and remittances. The functions are performed using key from image applications in the VistaCapture system and keying from paper documents directly into the GenTax system.
- **Data Validation / Deposit Review Section:** This section is responsible for ensuring that all documents processed in RPC get posted to the GenTax system. These functions are accomplished through a series of reports comparing scanned or microfilmed items with transactions actually posted in GenTax. The section is also responsible for preparing the daily deposit of remittances processed daily, including balancing the monies deposited daily with the LDR Controllers Division.
- **Document Control Section:** This section is responsible for maintenance and control of documents after processing is complete. Staffing includes a document control manager and a team of clerks that maintain files, pull items for reprocessing, and manage the document retention and destruction process.

Mail is picked up from the post office each morning and the first delivery to RPC occurs by approximately 7:30 AM. (The Baton Rouge post office is not a major processing center and a minimal amount of mail is available before 6:30 AM.) A second mail delivery occurs by 8:00 AM. A third mail delivery occurs by 8:30 AM when volumes are sufficient to warrant it. The majority of mail is delivered on the second mail delivery. Separate post office boxes for the major taxes are utilized to assist in the sorting of mail. Color coded courtesy reply envelopes are furnished for the major taxes. The mail is reasonably sorted by the post office but still requires some manual fine sorting to detect mis-sorted items. An Opex MPS-30 mail sorter is used to further sort the mail, slit envelopes, and detect returns with payments. An Omaton Enveloper is used to count and slit the tops of thick tray mail that cannot be processed by the MPS-30. Three Pitney Bowes mail cutters are used to slit mail flats that cannot be processed by the MPS-30 or the Omaton Enveloper.

Four Opex model 50 and two Opex model 51 extraction desks are used to assist in removing the contents of envelopes for most mail consisting of checks and coupons. Mail not extracted on the extraction desks is extracted and sorted manually by mail opening staff. The Department uses approximately 300 different document sortations. Mail opening personnel remove the envelope contents, perform document preparation tasks, and sort the contents into batches of like documents. The prepared batches are then transferred into the scanner room for scanning. Tax and payment documents that do not contain all information necessary for downstream processing are forwarded to an editing unit where the appropriate research is done to gather the needed information. The editing unit then batches the documents and transfers them to the scanner room for scanning.

Equipment used to process these batches of documents include one (1) Scan Optics 9000M high speed scanner purchased in 2000, one (1) IBML ImageTrac II scanner purchased in 2001, three (3) IBML ImageTrac III scanners purchased in 2005, and two (2) IBML ImageTrac IV scanners purchased in 2008. The 9000M utilizes the Scan Optics operating platform; the ImageTrac II and ImageTrac IV's utilize the IBML Soft Trac operating platform; and the Image Trac III's currently utilize the Fairfax Imaging Quick Scan modules operating platform.

RPC personnel are also responsible for balancing, encoding, endorsing and preparation of monies for two bank deposits daily. The current deposit processing cutoff is 1:30 PM and a bank courier pickup occurs at 4:00 PM daily. The secondary deposit consists mainly of items processed through micrographics processes such as transactions involving multiples that cannot currently be processed through high speed scanning processes. Both deposits are processed through the J&B TMS system; are combined into a single Daily Collection report; and are included in the same daily bank courier pickup. Two (2) Unisys NDP 250 remittance processing machines purchased in 1998 and the J&B TMS system are utilized in these processes. Payments are scanned and imaged together with the tax returns in "pass one" of the remittance processing process. The NDP 250's are used to encode and endorse the checks after they are imaged on high speed scanners with the returns.

Return and/or payment data is processed by applications developed by J & B, Scan Optics, Fairfax Imaging, and IBML. All images are fed from the appropriate scanner operating platform and recognition system into the VistaCapture system for data capture, correction, and perfection. In addition to onsite processing, LDR uses Paper Free Corp.'s (formerly known as Virtual Solutions) vCapture solution for remote image enabled data entry. Images for selected taxes captured on Department scanners are fed from the VistaCapture application into the vCapture solution. Images and corrected data are returned to LDR and fed back into the VistaCapture system for further data perfection including line edits. After all data is perfected, automated background applications in the VistaCapture system output the captured data and images to the GenTax integrated tax processing system in a Universal Data Format (UDF). A sample of the UDF File Layout can be found in Appendix E.

Documents not processed by scanning applications are microfilmed for archival purposes. Approximately 95% of work is processed through scanning equipment. The remaining 5% is processed through micrographics processes. Micrographics work consists mainly of "multiples" including transactions consisting of a single check in payment of multiple tax returns or multiple checks in payment of a single tax return. All micrographics work is keyed from paper directly into the GenTax system. Scanned documents that are not conducive to recognition applications are either keyed from image via the VistaCapture application or keyed from paper directly into GenTax. The current key from image application utilizes a split screen that shows a full document image on one half of the screen and all fields associated with the document in the keying application on the other half of the screen. Five job types are utilized on the scanning equipment as follows:

- UDF: Jobs in which form identification and OCR/ICR data recognition is performed on documents. Fields that are unread at the scanner are forwarded to data entry operators for data perfection prior to transmitting. Return and payment data are transmitted electronically in a UDF format to the integrated tax system. Once payment and return data are accepted by GenTax, images are released to the GenTax Imaging system. Current processes include in-line reads on Scan Optics scanners from drop out ink forms, individual income tax substitute scan band forms, individual income tax 2D

barcode forms, and off-line reads on IBML scanners from black and white forms. Scanners currently performing these jobs include the 9000M, the IBML Image Trac II, and the IBML ImageTrac IV's.

- UDF/KFI: Jobs in which separator pages are used to differentiate between transactions. No OCR/ICR recognition is performed on the documents. Document images are forwarded to data entry operators who key the entire form from the image. Return and payment data and images are transmitted electronically in a UDF format to the integrated tax system. All scanners perform UDF/KFI no-money jobs. The 9000M, Image Trac II, and Image Trac IV's perform UDF/KFI money jobs.
- LA KFI: Jobs in which separator sheets are used to differentiate between transactions. Data perfection is performed on deposit critical payment data. The payment data is transmitted electronically to the integrated tax system. Tax return data is keyed heads down from paper directly into the integrated tax system. Once payment data is accepted by GenTax, images are released to the GenTax Imaging system. All scanners perform LA KFI no-money jobs. The 9000M, Image Trac II, and Image Trac IV's perform LA KFI money jobs.
- VistaCapture Image Only: Image only jobs in which separator sheets are used to differentiate between transactions. Images are fed into VistaCapture and forwarded to data entry operators who key image indexing information. Scanners performing these jobs include the 9000M, and the IBML Image Trac III's and Image Trac IV's. These jobs consist of two types as follows:
  1. Jobs in which the images are dropped into the appropriate customer image folder after indexing.
  2. Correspondence jobs in which the images are routed to an appropriate work queue in GenTax after indexing. Specific jobs are used to determine the appropriate work queue. The GenTax system suspends all refund and billing activity associated with this correspondence on the appropriate customer accounts until the correspondence is addressed.
- GenTax Image Only: Image only correspondence jobs in which separator sheets are used to differentiate between transactions. Images are transmitted directly to GenTax into appropriate work queues without indexing. Specific jobs are used to determine the appropriate work queue. Scanners performing these jobs include the 9000M, and the IBML ImageTrac III's and ImageTrac IV's.

Return, payment, and image output files for completed batches are created and released to GenTax four (4) times daily. Return and payment output files are structured in a UDF format.

A Data Flow Diagram of the process described above can be found in Appendix F. A listing of the jobs run on the high speed scanners can be found in Appendix G. The volume of work processed in calendar year 2007 can be found in Appendix H.

The current VistaCapture application is written in Visual Basic, and it uses SQL databases. The current production database maintains data and images for three (3) days after successful transmission to GenTax. After three (3) days, the data is transferred to an archival database that maintains eighteen (18) months of data. Crystal reports are utilized to retrieve data out of the production and archival databases. Report examples are included in Appendix D. A duplicate



test environment is maintained in addition to the production environment, including all Crystal Reports. LDR owns all coding, tables, and data associated with the current Crystal Reports.

The Department is currently involved in several procurement efforts to replace aging equipment and to obtain additional processing throughput capabilities. These efforts include:

- Replacement of the existing Opex mail sorter with an Opex MPS-40, or equivalent, mail sorter with twenty-four (24) output bins;
- The addition of twenty-four (24) Agissar ASER-48, or equivalent, extraction desks with INFOPoll/INFOPointe production tracking software;
- The upgrade of the six (6) existing Opex extraction desks to include the INFOPoll/INFOPointe production tracking software;
- The addition of two (2) Opex 3690i, or equivalent, extraction desks with integrated high speed color scanners;
- Upgrade of the NDP 250 remittance processing units to the Windows XP platform which will extend their use until Check 21 and/or other forms of electronic deposit presentment are implemented.
- Implementation of a document control system for all documents from mail receipt through retention after processing is complete. The system will use barcode technology to track document containers and their contents through the processing phases;
- Upgrade and reconfiguration of the ImageTrac III scanners to run all money and no-money scanner jobs. The upgrade will include increasing the rated speed to 45 inches per second.

### **1.1.1 Purpose**

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals as allowed by Louisiana Revised Statute 39:1503 from bona fide, qualified proposers who are interested in providing the services and software for the design, development, implementation, testing and training needed to assist LDR's Revenue Processing Center in a process improvement initiative for its remittance, return, data, and image processing system.

### **1.1.2 Goals and Objectives**

LDR desires to re-engineer RPC end-to-end processing to provide more streamlined and accurate processing with technologies and processes that are relevant for the current and future needs of RPC and LDR. The total project time from startup to full implementation is anticipated to be 18 months to 2 years. The goals are to:

- Increase employee productivity by providing improved processes and automating labor intensive tasks;
- Improving the accuracy of the capture of tax data before updating the taxpayer's account history;
- To reduce and simplify systems maintenance tasks and costs;
- Implement best practices as used in government and private sector processing areas.
- Reduce the number and quality of decisions required to sort and prepare work for processing.

LDR desires to re-engineer its mail handling processes to automate and improve incoming document identification, accountability, and front end processing in order to capture more data in a timelier manner. The goals are to:

- Image envelopes at initial receipt;
- Provide notification to the integrated tax system that reply mail documents (returns, billings, refund checks, etc.) have been received through the use of structured and unstructured barcodes;
- Utilize USPS Confirm mail tracking services for forecasting incoming mail volumes to assist in determining appropriate staffing levels and to reduce the requirements for certified outgoing mail;
- Enhance document identification and data capture which will allow RPC to track documents as they move through work processes from document receipt through update of the taxpayer's account so that processing bottlenecks or disruptions in the workflow can be detected early and corrective action taken;
- Automate the routing of incoming mail to appropriate workflow processes through the use of improved mail equipment and OCR recognition;
- Monitor key performance indicators;
- Improve customer service; and
- Develop disaster recovery provisions for redirecting mail in the event of a disaster.

LDR desires to re-engineer its front end processing system to reduce the number of operating platforms and software systems. The goals are to:

- Have a front end processing system that is built using a scalable modular design. These modules should enable RPC to select desired functionality needed for processing documents, reduce the need for extensive coding, and reduce overall maintenance costs;
- Provide for more efficient support, internal control of documents processed, improved interfaces with Gentax and Gentax imaging;
- Implement the IBML Soft Trac operating platform on all IBML scanners;
- Improve processing times.

LDR desires to re-engineer its forms processing system to automate as much of the data capture process as is technically feasible via ICR/OCR technology. The goals are to:

- Enable LDR to process more unstructured forms and documents through the use of improved recognition engines and processes in a more efficient manner. Examples of desirables include reading data from individual income tax W2 forms and recognition using key words in correspondence. The movement to unstructured forms will allow for more efficient form design, reduce printing costs, and allow for the capture of more data in a timely manner;
- Minimize manual "heads down" data entry of returns;
- Reduce the error rate of returns processed through the use of data integrity checks and the automation of manual data validation processes;
- Provide for ICR/OCR field recognition on all Key From Image scanner jobs.
- Configure all scanning equipment with the functionality to run all scanner jobs.
- Provide for the capture and perfection of all tax returns within a five day window, except during the two annual peak processing periods that occur in April and again in May. The processing window is extended to eight days during the peak periods;
- Provide for the remote capture of paper documents. Document sources may be from, but not limited to, documents captured in regional offices, faxes from taxpayers and/or preparers, and email attachments;
- Process returns and payments in a "transactional" environment as compared to a "batch" environment to reduce the number of document sortations and batching requirements. A "virtual or system batching" mechanism will need to be provided in order to interface with

the integrated tax system. Individual transactions will need to be systematically rolled up into batches of like documents prior to transmission to GenTax;

- Provide the capability to automate the processing of “multiple transactions”. A multiple transaction arises when:
  - One check is received with more than one associated return, or
  - One return is received with more than one check, or
  - Multiple returns are received with multiple checks.
- Provide for an image enabled workflow of documents in process by using workflow monitoring tools;
- Eliminate the need for microfilming by providing high speed imaging capability for all documents, checks, and envelopes;
- Provide the capability to view captured data prior to output to the Department’s integrated tax system. Improve the internal control of document transmissions and the documents posted to the integrated tax system;
- Integrate the front end processing system with an incoming document control system used to track the location of documents, batches, folders or boxes within RPC from initial receipt through ultimate disposition.

LDR desires to re-engineer its payment workflow processes, including payments received in regional offices, to reduce keying errors through the use of scanning and courtesy amount recognition/legal amount recognition (CAR/LAR) technology, improve upon the encoding process, and undertake remote deposit capture, ARC, Check21, or other forms of electronic presentment of paper payment initiatives which will expedite the depositing of funds received into state bank accounts. The goals are to:

- Provide for an average deposit time of 3 days for paper checks and to deposit 90% of all funds (including electronic funds) within 24 hours; and
- Provide financial controls to track payments processed by mail date, deposit date, and tax classification code.

## **1.2 - Definitions**

A. Shall – The term “shall” denotes a mandatory requirement.

B. Must , Will - The terms “must” and “will” denote mandatory requirements.

C. May, Can - The terms “may” and “can” denote an advisory or permissible action.

D. Should – the term “should” denotes desirable

E. Contractor – Any person having a contract with a governmental body.

F. Agency - Any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of this state authorized to participate in any contract resulting from this solicitation.

G. State - The State of Louisiana.

H. Discussions- For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.

### 1.3 - Schedule of Events

	<u>Date</u>	<u>Time (CT)</u>
1. RFP mailed to prospective proposers and posted to LaPAC	August 7, 2008	
2. Pre-Proposal Conference	August 20, 2008	10:00 AM
3. Deadline to receive written inquiries	August 29, 2008	
4. Deadline to answer written inquiries	September 12, 2008	
5. Proposal Opening Date	October 6, 2008	4:00 PM
6. Oral Presentations	October 27 – 31, 2008	
7. Notice of Intent to Award to be mailed	November 14, 2008	
8. Contract Initiation	December 1, 2008	

**NOTE: The State of Louisiana reserves the right to deviate from these dates.**

### 1.4 - Proposal Submittal

This RFP is available in electronic form at the LaPAC website <http://wwwsrch2.doa.state.la.us/osp/lapac/pubmain.asp>. It is available in PDF format or in printed form by submitting a written request to the RFP Contracting Officer with the Department of Revenue.

All proposals shall be received by the Department of Revenue **no later than the date and time shown in the Schedule of Events.**

**Important - - Clearly mark outside of envelope, box or package with the following information and format:**

**Proposal Name: Process Improvement Initiative for Remittance, Return, Data and Image Processing System**

**File Number: 4400008157PSC**

**Proposal Opening Date: October 6, 2008**

Proposals may be delivered by U. S. Postal Service, hand or courier service to our physical location at:

Louisiana Department of Revenue

Attention: Elizabeth Kunjappy  
Financial Services Division  
Purchasing Section  
Room Number: 6-165  
617 North 3<sup>rd</sup> St.  
Baton Rouge, LA 70802

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. The Louisiana Department of Revenue is not responsible for any delays caused by the proposer's chosen means of proposal delivery.

Proposers should be aware of security requirements for the LaSalle building and allow time to be photographed and presented with a temporary identification badge.

Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.

### **1.5 - Proposal Response Format**

Proposals should be submitted in the formats requested with all questions answered in detail. Legibility, clarity and coherence are important. The proposal should present the information in the order requested in the RFP. Proposals should use the same numbering format as used in the RFP so that responses correlate to the same paragraph in the RFP requirement, making the proposal more "evaluator friendly".

Responsiveness will be measured by the proposer's ability to fully and completely explain how their proposed solution meets the requirements of this RFP. Merely "parroting" back the requirements statements in a proposal may result in the proposal receiving a lower score during the technical evaluation process. The proposer should provide detailed information as requested in Part III of this RFP in order to provide the LDR with adequate material to perform a thorough evaluation of proposer's solution.

Proposals submitted for consideration should follow the format and order of presentation described below:

- A. **Cover Letter:** The cover letter should exhibit the Proposer's understanding and approach to the project. It should contain a summary of Proposer's ability to perform the services described in the RFP and confirm that Proposer is willing to perform those services and enter into a contract with the State.

By signing the letter and/or the proposal, the proposer certifies compliance with the signature authority required in accordance with L.R.S.39:1594 (Act 121). The person signing the proposal must be:

- A current corporate officer, partnership member, or other individual specifically authorized to submit a proposal as reflected in the appropriate records on file with the secretary of state if proposer is a corporation; or
- An individual authorized to bind the company as reflected by a corporate resolution, certificate or affidavit; or

- Other documents indicating authority which are acceptable to the public entity.

The cover letter should also

- Identify the submitting Proposer;
- Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the Proposer to contractually obligate the Proposer;
- Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period;
- Identify the number of days after submission for which the proposal is valid;
- Provide a positive statement of compliance with the contract terms and conditions detailed in the RFP. If the Proposer cannot comply with any of the terms, an explanation of each exception should be supplied and proposed alternative language provided. Section 1.18 of this RFP outlines those terms which are non-negotiable.

- B. **Table of Contents:** Organized in the order cited in the format contained herein.
- C. **Proposer Qualifications and Experience:** History and background of Proposer, financial strength and stability, related services provided to government entities, existing customer satisfaction, etc.
- D. **Proposed Solution/Technical Response:** Illustrating and describing proposed technical solution and compliance with the RFP requirements.
- E. **Innovative Concepts:** Presentation of innovative concepts, if any, for consideration.
- F. **Project Schedule:** Detailed schedule of implementation plan for pilot (if applicable) and full statewide or agency implementation. This schedule should include implementation actions, timelines, responsible parties, etc.
- G. **Financial Proposal:** Proposer's fees and other costs, if any, shall be submitted in accordance with the Cost Proposal contained in Appendix B. Prices proposed shall be firm for the duration of the contract. This financial proposal shall include any and all costs the Contractor wishes to have considered in the contractual arrangement with the State.

### 1.5.1 Number of Response Copies

Each Proposer shall submit one (1) signed original response. Six (6) additional copies of the proposal should be provided, as well as one (1) redacted copy, if applicable (See Section 1.6).

### 1.5.2 Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer's response should demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet

the requirements of the RFP are also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

## **1.6 - Confidential Information, Trade Secrets, and Proprietary Information**

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of your proposal. Your cost proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

The proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as “confidential” in order to claim protection, if any, from disclosure. The proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of his proposal sought to be restricted in accordance with the conditions of the legend:

*“The data contained in pages \_\_\_\_\_ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana’s right to use or disclose data obtained from any source, including the proposer, without restrictions.”*

Further, to protect such data, each page containing such data shall be specifically identified and marked “CONFIDENTIAL”.

Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing proposer or other person seeks review or copies of another proposer's confidential data, the state will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must agree to indemnify the state and hold the state harmless against all actions or court proceedings that may ensue (including attorney's fees), which seek to order the state to disclose the information. If the owner of the asserted data refuses to indemnify and hold the state harmless, the state may disclose the information.

The State reserves the right to make any proposal, including proprietary information contained therein, available to OCR personnel, the Office of the Governor, or other state agencies or organizations for the sole purpose of assisting the State in its evaluation of the proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.

If your proposal contains confidential information, you should also submit a redacted copy along with your proposal. If you do not submit the redacted copy, you will be required to submit this copy within 48 hours of notification from the LDR. When submitting your redacted copy, you should clearly mark the cover as such - "REDACTED COPY" - to avoid having this copy reviewed by an evaluation committee member. The redacted copy should also state which sections or information has been removed."

## **1.7 - Proposal Clarifications Prior to Submittal**

### **1.7.1 Pre-proposal Conference**

A pre-proposal conference will be held at 10:00 am on August 20, 2008 in the Department of Revenue's headquarters in the LaSalle Building located at 617 North Third St. in Baton Rouge, LA. Prospective proposers may participate in the conference to obtain clarification of the requirements of the RFP and to receive answers to relevant questions. Any firm intending to submit a proposal should have at least one duly authorized representative attend the Pre-proposal Conference.

Although impromptu questions will be permitted and spontaneous answers will be provided during the conference, the only official answer or position of the state will be stated in writing in response to written questions.

### **1.7.2 Proposer Inquiry Periods**

An initial inquiry period is hereby firmly set for all interested proposers to perform a detailed review of the RFP and to submit any written questions relative thereto. *Without exception*, all questions MUST be in writing (even if an answer has already been given to an oral question during the Pre-proposal conference) and received by the close of business on the Inquiry Deadline date set forth in the Calendar of Events (\*). Initial inquiries shall not be entertained thereafter.

The State shall not and cannot permit an open ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operation of the agency. The State reasonably expects and requires responsible and interested proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

No negotiations, decisions, or actions shall be executed by any bidder as a result of any oral discussions with any state employee or state consultant. The state shall only consider written and timely communications from proposers.

Inquiries shall be submitted in writing by an authorized representative of the proposer, clearly cross-referenced to the relevant solicitation section. Only those inquiries received by the established deadline shall be considered by the state. Answers to all questions and any other changes or clarifications to the solicitation shall be issued by addendum and provided to all prospective proposers.

Inquiries concerning this solicitation may be delivered by mail, express courier, e-mail, hand, or fax to:



Louisiana Department of Revenue  
Attention: Elizabeth Kunjappy  
Financial Services Division  
Purchasing Section  
Room Number: 6-165  
617 North 3<sup>rd</sup> St.  
Baton Rouge, LA 70802  
E-Mail: Elizabeth.Kunjappy@la.gov

Phone: (225)219-2123/ Fax: (225)219-2120

## **1.8 - Errors and Omissions in Proposal**

The State will not be liable for any error in the proposal. Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The State reserves the right to make corrections or clarifications due to patent errors identified in proposals by the State or the Proposer. The State, at its option, has the right to request clarification or additional information from the Proposer.

## **1.9 - Proposal Guarantee**

Not required for this RFP.

## **1.10 - Performance Bond**

The successful proposer shall be required to provide a performance (surety) bond in the amount of their proposal to insure the successful performance under the terms and conditions of the contract negotiated between the successful proposer and the State. Any performance bond furnished shall be written by a surety or insurance company currently on the U.S. Department of the Treasury Financial Management Service list of approved bonding companies which is published annually in the *Federal Register*, or by a Louisiana domiciled insurance company with at least an A-rating in the latest printing of the A.M. Best's Key Rating Guide to write individual bonds up to 10 percent of policyholders' surplus as shown in the A.M. Best's Key Rating Guide or by an insurance company that is either domiciled in Louisiana or owned by Louisiana residents and is licensed to write surety bonds.

No surety or insurance company shall write a performance bond which is in excess of the amount indicated as approved by the U.S. Department of the Treasury Financial Management Service list or by a Louisiana domiciled insurance company with an A-rating by A.M. Best up to a limit of 10 percent of policyholders' surplus as shown by A.M. Best; companies authorized by this Paragraph who are not on the treasury list shall not write a performance bond when the penalty exceeds 15 percent of its capital and surplus, such capital and surplus being the amount by which the company's assets exceed its liabilities as reflected by the most recent financial statements filed by the company with the Department of Insurance.

In addition, any performance bond furnished shall be written by a surety or insurance company that is currently licensed to do business in the state of Louisiana.

## **1.11 - Changes, Addenda, Withdrawals**

The State reserves the right to change the calendar of events or issue addenda to the RFP at any time. The State also reserves the right to cancel or reissue the RFP.

If the proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

#### **1.12 - Withdrawal of Proposal**

A proposer may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the agency soliciting proposals.

#### **1.13 - Material in the RFP**

Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the State pursuant to the RFP.

#### **1.14 – Waiver of Administrative Informalities**

The State reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

#### **1.15 - Proposal Rejection**

Issuance of this RFP in no way constitutes a commitment by the State to award a contract. The State reserves the right to accept or reject any or all proposals submitted or to cancel this RFP if it is in the best interest of the State to do so.

#### **1.16 - Ownership of Proposal**

All materials (paper content only) submitted in response to this request become the property of the State. Selection or rejection of a response does not affect this right. All proposals submitted will be retained by the State and not returned to proposers. Any copyrighted materials in the response are not transferred to the State.

#### **1.17 - Cost of Offer Preparation**

The State is not liable for any costs incurred by prospective Proposers or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to the RFP are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the State of Louisiana.

#### **1.18 - Non-negotiable Contract Terms**

Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, governing law, claims or controversies, and termination based on contingency of appropriation of funds.

#### **1.19 - Taxes**

Any taxes, other than state and local sales and use taxes, from which the state is exempt, shall be assumed to be included within the Proposer's cost.

### **1.20 - Proposal Validity**

All proposals shall be considered valid for acceptance until such time an award is made, unless the Proposer provides for a different time period within its proposal response. However, the State reserves the right to reject a proposal if the Proposer's acceptance period is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

### **1.21 - Prime Contractor Responsibilities**

The selected Proposer shall be required to assume responsibility for all items and services offered in his proposal whether or not he produces or provides them. The State shall consider the selected Proposer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

### **1.22 - Use of Subcontractors**

Each Contractor shall serve as the single prime contractor for all work performed pursuant to its contract. That prime contractor shall be responsible for all deliverables referenced in this RFP. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements. Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, provided that the prime contractor acknowledges total responsibility for the entire contract.

If it becomes necessary for the prime contractor to use subcontractors, the State urges the prime contractor to use Louisiana vendors, including small and emerging businesses, if practical. In all events, any subcontractor used by the prime should be identified to the State Project Manager.

Information required of the prime contractor under the terms of this RFP, is also required for each subcontractor and the subcontractors must agree to be bound by the terms of the contract. The prime contractor shall assume total responsibility for compliance.

### **1.23 - Written or Oral Discussions/Presentations**

All Proposers susceptible of award shall provide a Product Demonstration and Proposer Capabilities Presentation. At the State's option, these presentations may be recorded. Any commitments or representations made during these discussions, if conducted, may become formally recorded in the final Contract.

### **1.24 - Acceptance of Proposal Content**

The mandatory RFP requirements shall become contractual obligations if a contract ensues. Failure of the successful Proposers to accept these obligations shall result in the rejection of the proposal.

### **1.25 - Evaluation and Selection**

All responses received as a result of this RFP are subject to evaluation by the State Evaluation Committee for the purpose of selecting the Proposer with whom the State shall contract.

To evaluate all proposals, a committee whose members have expertise in various areas has been selected. This committee will determine which proposals are reasonably susceptible of being selected for award.

Written recommendation for award shall be made to the Director of LDR for the Proposer whose proposal, conforming to the RFP, will be the most advantageous to the State of Louisiana, price and other factors considered.

The committee may reject any or all proposals if none is considered in the best interest of the State.

### **1.26 - Contract Negotiations**

If for any reason the Proposer whose proposal is most responsive to the State's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected and the State may negotiate with the next most responsive Proposer. Negotiation may include revision of non-mandatory terms, conditions, and requirements.

### **1.27 - Contract Award and Execution**

The State reserves the right to enter into an Agreement without further discussion of the proposal submitted based on the initial offers received.

The RFP, including any addenda, and the proposal of the selected Contractor will become part of any contract initiated by the State.

In no event shall a proposer submit its own standard contract terms and conditions as a response to this RFP. The proposer should address the specific language in the sample contract and submit with its proposal with any exceptions or exact contract deviations that its firm wishes to negotiate. The terms for both of these documents may be negotiated as part of the negotiation process with the exception of contract provisions that are non-negotiable.

If the contract negotiation period exceeds 30 days or if the selected Proposer fails to sign the contract within **seven calendar** days of delivery of it, the State may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

Award shall be made to the Proposer with the highest points, whose proposal, conforming to the RFP, will be the most advantageous to the State of Louisiana, price and other factors considered.

The State intends to award to a single Proposer.

### **1.28 - Notice of Intent to Award**

Upon review and approval of the evaluation committee's and agency's recommendation for award, LDR will issue a "Notice of Intent to Award" letter to the apparent successful Proposer. A contract shall be completed and signed by all parties concerned on or before the date

indicated in the "Schedule of Events." If this date is not met, through no fault of the State, the State may elect to cancel the Notice of Intent to Award letter and make the award to the next most advantageous Proposer.

LDR will also notify all unsuccessful Proposers as to the outcome of the evaluation process. The evaluation factors, points, evaluation committee member names, and the completed evaluation summary and recommendation report will be made available to all interested parties after the "Notice of Intent to Award" letter has been issued.

### **1.29 - Debriefings**

Debriefings may be scheduled by the participating Proposers after the "Notice of Intent to Award" letter has been issued by scheduling an appointment with the LDR. Contact may be made by phone at (225) 219-2123 or E-mail to [Elizabeth.Kunjappy@la.gov](mailto:Elizabeth.Kunjappy@la.gov).

### **1.30 - Insurance Requirements**

Contractor shall furnish the State with certificates of insurance effecting coverage(s) required by the RFP (see Attachment V of Appendix A). The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the State before work commences. The State reserves the right to require complete certified copies of all required policies, at any time.

### **1.31 - Subcontractor Insurance**

The Contractor shall include all subcontractors as insureds under its policies or shall insure that all subcontractors satisfy the same insurance requirements stated herein for the contractor.

### **1.32 - Indemnification and Limitation of Liability**

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under this Agreement.

Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the State from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by Contractor, its agents, employees, partners or subcontractors in the performance of this contract, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the State.

Contractor will indemnify, defend and hold the State harmless, **without limitation**, from and against any and all damages, expenses (including reasonable attorneys' fees), claims judgments, liabilities and costs which may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products, Materials, or Services furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of

infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the State may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: i) State's unauthorized modification or alteration of a Product, Material, or Service; ii) State's use of the Product, Material, or Service in combination with other products, materials, or services not furnished by Contractor; iii) State's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the state's exclusive remedy to take action in the following order of precedence: (i) to procure for the State the right to continue using such item(s) or part (s) thereof, as applicable; (ii) to modify the component so that it becomes non- infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the State up to the dollar amount of the Contract.

For all other claims against the Contractor where liability is not otherwise set forth in the Agreement as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability **for direct damages, shall be the greater of \$100,000, the dollar amount of the Contract, or two (2) times the charges for products, materials, or services rendered by the Contractor under the Contract.** Unless otherwise specifically enumerated herein mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.

The State may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

### **1.33 - Fidelity Bond Requirements**

Not required for this RFP.

### **1.34 - Payment for Services**

Each individual agency shall pay Contractor in accordance with the Pricing Schedule set forth in Appendix B. The Contractor may invoice the agency monthly at the billing address designated by the agency. Payments will be made by the Agency within approximately thirty (30) days after receipt of a properly executed invoice, and approval by the Agency. Invoices shall include the contract number. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

### **1.35 - Termination**

**1.35.1 TERMINATION OF THIS AGREEMENT FOR CAUSE** – State may terminate this agreement for cause based upon the failure of Contractor to comply with the terms and/or conditions of the Agreement, or failure to fulfill its performance obligations pursuant to this agreement, provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in (30) days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Agreement shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this agreement, provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the State to cure the defect.

**1.35.2 TERMINATION OF THIS AGREEMENT FOR CONVENIENCE** – The State may terminate this Agreement at any time by giving thirty (30) days written notice to contractor of such termination or negotiating with the Contractor an effective date.

The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

**1.35.3 FISCAL FUNDING CLAUSE** - The continuance of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

### **1.36 - Assignment**

Assignment of contract, or any payment under the contract, requires the advanced written approval of the Commissioner of Administration.

### **1.37 - BLANK**

### **1.38 - Audit of Records**

The State legislative auditor, federal auditors and internal auditors of the Department of Revenue, Division of Administration, or others so designated by the DOA, shall have the option to audit all accounts directly pertaining to the resulting contract for a period of five (5) years after

final payment or as required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

### **1.39 - Civil Rights Compliance**

The Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees not to discriminate in its employment practices, and will render services under this Agreement and any contract entered into as a result of this Agreement, without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this Agreement and any contract entered into as a result of this Agreement.

### **1.40 - Record Retention**

The Contractor shall maintain all records in relation to this contract for a period of at least five (5) years after final payment.

### **1.41 - Record Ownership**

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of the State and shall, upon request, be returned by Contractor to the State, at Contractor's expense, at termination or expiration of this contract.

### **1.42 - Content of Contract/ Order of Precedence**

In the event of an inconsistency between the contract, the RFP and/or the Contractor's Proposal, the inconsistency shall be resolved by giving precedence first to the final contract, then to the RFP and subsequent addenda (if any) and finally, the Contractor's Proposal.

### **1.43 - Contract Changes**

No additional changes, enhancements, or modifications to any contract resulting from this RFP shall be made without the prior approval of LDR.

Changes to the contract include any change in: compensation; beginning/ ending date of the contract; scope of work; and/or Contractor change through the Assignment of Contract process. Any such changes, once approved, will result in the issuance of an amendment to the contract.

### **1.44 - Substitution of Personnel**

The State intends to include in any contract resulting from this RFP the following condition: Substitution of Personnel: If, during the term of the contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall



meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the State for approval prior to any personnel substitution. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor's proposal.

#### **1.45 - Governing Law**

All activities associated with this RFP process shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to provisions of the laws of the State of Louisiana including but not limited to L.R.S. 39:1481-1526; rules and regulations; executive orders; standard terms and conditions; special terms and conditions; and specifications listed in this RFP.

#### **1.46 - Claims or Controversies**

Any claims or controversies shall be resolved in accordance with the RS39:1524-1526.

#### **1.47 - Proposer's Certification of OMB A-133 Compliance**

Certification of no suspension or debarment. By signing and submitting any proposal for \$100,000 or more, the proposer certifies that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133.

A list of parties who have been suspended or debarred can be viewed via the internet at <http://www.epls.gov>.

## **PART II SCOPE OF WORK/SERVICES**

### **2.1 - Scope of Work/Services**

The scope of work/services to be performed can be found in Appendix A, Attachment I, and in Section 2.4 below.

### **2.2 - Period of Agreement**

The term of any contract resulting from this solicitation shall begin on or about December 1, 2008 and shall end on December 31, 2010. State has the right to extend this contract up to a total of three years with the concurrence of the Contractor.

### **2.3 - Location**

The primary location where the work is to be performed, completed and managed is at:

Louisiana Department of Revenue  
617 North Third Street  
Baton Rouge, LA 70802

Some work may be required at the State's data center located at:

Louisiana Department of Revenue  
DPS Data Center  
8001 Independence Boulevard  
Baton Rouge, LA 70806

Contractor may request to perform offsite development at the Contractor's location. A written request detailing the work that is to be performed offsite must be submitted to the State's Project Director. Approval from the State's Project Director must be granted before any offsite work may begin. Final acceptance of work is to be performed at the State's location given above.

### **2.4 - Solution Elements**

The Contractor's solution must meet or exceed the requirements described in the following sections. The State desires to use a phased implementation approach; however the current processing system must continue to run in order to support the phased implementation.

The hardware and software environment within which the solution must operate is detailed in Attachment II of Appendix A. The solution must also include backup and recovery strategies that can be executed within these same environments.

The Contractor shall provide a 12 month warranty. The warranty period will not begin until the solution has been fully implemented and accepted by the State. The warranty period must include the necessary support to correct any system deficiencies found and to provide performance monitoring and tuning support.

## 2.4.1 Remittance Processing

The solution must provide the following remittance processing capabilities:

- Capture high quality digital images of checks that contain a wide variety of colors and patterns;
- Support OCR/ICR technologies for reading and capturing data from the face of checks and payment coupons;
- Support bar code recognition. The solution must be able to perform barcode recognition of 1D, 2D, and 3-of-9 barcodes.
- Print an endorsement on the back of the check.
- Encode the check amount on the check;
- Create a Bank Deposit Voucher or appropriate report for use in the depositing of funds;
- Provide controls to track payments processed by mail date, deposit date, and tax classification code;
- Provide controls to measure turnaround time from the date received until the date of funds deposit;
- Process and associate items included in complex document mixes such as multiple checks paying one return or one check paying multiple returns. Images of each document must be associated to the entire transaction;
- Create all accounting reports in an electronic file which can interface with various state accounting systems;
- Produce various accounting reports to classify tax payments. Classification will include at a minimum the following fields: DLN, deposit date, mail date, current date, tax code, agency number, project number, object code, payment amount, bank account number, taxpayer account number, number of checks processed, list of all batches included in the deposit, and the cost center;
- Provide for remote capture of remittance information from eight regional offices for centralized processing by RPC.
- Provide for payments and their associated documents to be imaged together in “pass one” of the remittance processing function. Solution must provide for the imaging of checks in a “face up” orientation.
- A systematic method of reprocessing deleted items without rescanning the paper documents. The original and replacement DLN's for the data and images must be linked for audit trail purposes.
- Classification of funds received is currently accomplished through the current VistaCapture system. LDR anticipates using the GenTax integrated tax system to accomplish classification of funds in the future. However, the solution shall include a method to continue classification of funds through the front end processing system during the phased in implementation.
- Provide for electronic presentment of paper payments for deposit such as Check 21, and ARC.
- Provide recognition capability for structured and unstructured formats of payments and their associated documents.
- Configure all scanning equipment with the functionality to run all scanner jobs and form types.
- Provide for a separate test environment, including all scanning, data capture, and reporting functionality.
- Provide separate production and archival databases for storage of data. The archival database must provide at least eighteen (18) months of data. The archival database

must include a systematic purging mechanism for data removal older than eighteen (18) months.

- Provide for a reporting system that is able to provide data from the production and archival databases.
- Provide for the receipt of and reporting on data from the InfoPointe/InfoPoll system and Opex MPS-40.
- Provide for an interface to capture images and data from the Opex 3690i's.
- Work with RPC staff to develop an interface and feed data to the incoming document control system.
- Provide for creating a payment output file using a UDF format to transmit payment data to GenTax for all taxes. The contractor must continue to use the UDF format for output files to GenTax. The system must be able to receive a "handshake file" from GenTax confirming that payment data has been accepted into GenTax. The system must be able to receive data files from GenTax and reconcile payment data posted in GenTax to payment data processed by the system.
- The system must be able to provide name and address validation using a lookup table with data provided by GenTax.
- The system must provide for the imaging of payments and their associated documents as "pass one" of the remittance processing process.

#### **2.4.2 Return and Document Processing**

The proposed solution must provide the following return and document processing capabilities:

- Support OCR/ICR technologies for data capture.;
- Recognition technologies to support data recognition of handprint, machine print, and OCRA information on structured and non-structured documents.
- Support bar code recognition at a minimum of 1D, 2D, and 3-of-9 barcodes.
- Support mark sense recognition processing.;
- Process and associate items included in complex document mixes such as multiple checks paying one return or one checks paying multiple returns;
- Centrally control the assignment of DLN's across multiple devices to avoid duplication of DLN's.
- Provide for remote capture of return and document information from eight regional offices for centralized processing by RPC.
- A systematic method of reprocessing deleted items without rescanning the paper documents. The original and replacement DLN's for the data and images must be linked for audit trail purposes.
- Configure all scanning equipment with the functionality to run all scanner jobs and form types.
- Provide the ability to key data from images of documents that are not conducive to the use of recognition technology. The ability to view a full document image on one portion of the screen and see all fields associated with the document in the keying application in another portion of the screen must be provided.
- Provide the ability to key data from paper documents that are not conducive to the use of scanning technology. The ability to view a full document image on one portion of the screen and see all fields associated with the document in the keying application in another portion of the screen must be provided.

- Provide for a separate test environment, including all scanning, data capture, and reporting functionality.
- Provide separate production and archival databases for storage of data. The archival database must provide at least eighteen (18) months of data. The archival database must include a systematic purging mechanism for data removal older than eighteen (18) months.
- Provide for a reporting system that is able to provide data from the production and archival databases.
- Provide for the receipt of and reporting on data from the InfoPointe/InfoPoll system and Opex MPS-40.
- Provide for an interface to capture images and data from the Opex 3690i's.
- Work with RPC staff to develop an interface and feed data to the incoming document control system.
- Provide for creating a return output file using a UDF format to transmit return data to GenTax for all taxes. The system must be able to receive a "handshake file" from GenTax confirming that return data has been accepted by GenTax. The system must be able to receive data files from GenTax and reconcile return data posted in GenTax to return data processed by the system.
- The system must be able to provide name and address validation using a lookup table with data provided by GenTax.
- Configure all scanning equipment with the functionality to run all scanner jobs and document types

### **2.4.3 Forms Processing**

The solution must provide the following forms processing capabilities for all returns, checks, attachments and correspondence:

- Print a document locator number (DLN) on all paper documents.
- Support various paper sizes including a minimum size of 2.75 inches x 4.80 inches and a maximum size of 9.0 inches x 14.0 inches.;
- Support various paper weights including a minimum of 12 pounds to a maximum of 40 pounds;
- Support processing of intermixed documents of varying sizes and paper weights within the limitations listed above;
- Support the scanning of damaged or delicate paper originals;
- Automatically recognize a form and extract data from the form for further processing.
- Provide a deletion tracking system for audit trail purposes;
- Provide the capability to process envelopes intermixed with returns and payments.
- Provide methods to measure and report volume processed, read rate, character substitution rate and reject rate;
- Report the number of documents failing system edit checks by error;
- Provide operator statistics on a daily and year to date basis;
- Provide ad-hoc requests for operator statistics within various date ranges (i.e. weekly, monthly, etc.)
- Provide for remote capture of forms from eight regional offices for centralized processing by RPC.

- A systematic method of reprocessing items without rescanning the paper documents. The original and replacement DLN's for the data and images must be linked for audit trail purposes.
- Configure all scanning equipment with the functionality to run all scanner jobs and form types

#### **2.4.4 Image Support**

The solution must provide the following image support capabilities:

- Support CCITT Group IV image compression;
- Capture images in a TIFF format;
- Capture images of the front and back of documents in a single pass for archival purposes.
- Clean up of images by removal of random specks;
- Adjust images for form skew; and
- The image quality of check images created by the solution must meet Check21 requirements.

## PART III EVALUATION

The following criteria will be evaluated when reviewing the proposals. The proposal will be evaluated in light of the material and the substantiating evidence presented to the State, not on the basis of what may be inferred.

Proposals will first be evaluated for Proposers Technical acceptability according to the criteria listed in Section 3.1. **Proposers must score a minimum of 40 points in the technical category to be considered technically acceptable and therefore deemed susceptible of being selected. Proposals not meeting the minimum technical points will be considered technically unacceptable and will not be evaluated further. Proposers submitting technically acceptable proposals will be invited to make an Oral Presentation of their proposed solution to the evaluation committee. Proposers submitting technically unacceptable proposals will not be invited to participate in the Oral Presentations and their proposals will not be evaluated financially.**

The scores for the Technical, Oral Presentation and Financial Proposals will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.

### 3.1 - Technical Proposal (Value of 60 Points)

The following should be included in the Technical Proposal:

#### A. Proposer Qualifications, Experience, and Financial Condition

The Proposer should furnish a description of their company including a brief history, corporate structure and organization, number of years in business, number of years they have designed systems and number of installations where similar systems were designed, developed, and installed. The Proposer should furnish references for at least three states, government agencies, or private firms for whom similar or larger scope services are currently being provided. The proposer should include a contact person and telephone number for each reference.

The Proposer should also provide information demonstrating the Proposer's financial stability (financial statements (preferably audited), annual reports, or similar data for the last three years).

If subcontractors will be used, the proposer should clearly identify any subcontractor arrangements. The proposer should provide the same information regarding the subcontractor's company as is requested for the proposer's company.

#### B. Project Manager and Key Staff Qualifications and Experience

The Proposer should include all of the information necessary for LDR to evaluate the Project Manager and key staff from a functional and technical point of view. Resumes for account manager, designated customer service representative(s) and any other key personnel to be assigned to this project, including those of subcontractors, if any, should

be provided. The proposal should include a summarization of their prior experience. For each instance of prior experience, a reference contact person should be provided. Resumes containing information describing education, training and experience with installation and implementation of systems similar in size and scope of the proposed solution should be provided.

The resumes should include information describing:

- Previous experience with implementations involving “transactional” processing and “virtual” batching;
- Previous experience performing recognition and data capture from structured and unstructured forms;
- Previous experience processing “multiple” transactions;
- Previous experience receiving images and data from multiple input streams; and
- Previous experience implementing electronic payment presentment processes.

### C. Statement of Solution

The Proposer should include a detailed description of their proposed solution beginning with mail receipt and ending with transmission of data and images to LDR's integrated tax system and the deposit of funds in the State's bank account(s). The proposal should also address the proposer's offering regarding modifications to existing systems, project management, system development, system documentation, hardware needed, system implementation, training, and ongoing maintenance and support.

The Proposer should provide:

- A schematic diagram of the proposed solution;
- A description of specific advantages of the proposed system over competition in the industry;
- A description of cost benefits to be provided by the proposed solution;
- A description of the feasibility for adopting new technologies contained within the proposed solution;
- A description of document preparation tasks and workflow methodologies to be used within the proposed solution; and
- Workflow diagrams and charts detailing the flow of documents within the proposed solution.

Every proposer should describe what deliverables will be provided per their proposal and how the proposed deliverables will be provided. The key deliverables for this project are:

- Project work plan and subsequent revisions. The Proposer should include its vision for a phased implementation. The Proposer should include a detailed work plan for each phase of the solution. The work plan should be developed in such a way that successful completion of the proposed solution is accomplished within 24 months. The work plan should include tasks and steps to be performed, schedules for work to be performed, project deliverables, key deliverable milestones, and project management and quality assurance methodologies to be used. Proposers are encouraged to use charts, graphs, network diagrams and other graphic techniques to explain their approach to the solution;



- Solution design, development and integration services, including a plan for transition from existing processes to the proposed processes in an orderly and uninterrupted manner;
- Solution software support;
- Solution integration with existing systems;
- Solution installation services;
- Solution hardware implementation with hardware located at the DPS Data Center facility (hardware will be provided by LDR);
- Solution training services; and
- Solution documentation.

Each Proposer should address how the firm will meet all the requirements of this RFP, with particular attention to:

- Detailed project plans and a schedule for solution implementation including resource and expected man hour requirements, or orientation, or installation, etc. and a plan for transition from existing processes to the proposed processes in an orderly and uninterrupted manner;
- Detailed project plans and a schedule of implementation for hardware needed to support the proposed solution including expected resource utilization of LDR employees, proposer employees, and/or third party vendor employees. Plans should designate who will be responsible for the installation, configuration and maintenance of the hardware in the DPS Data Center;
- Plans for training on solution components, including assisting LDR with a forms development plan and providing professional assistance and recommendations in redesigning forms for efficient offline recognition processes;
- Provision for customer service, including personnel assigned, toll-free number, and account inquiry, etc.;
- Information demonstrating the Proposer's understanding of the nature and scope of this project.
- Because the Department desires to have all IBML scanners converted to the Soft Trac operating platform, the proposer should address the ability to provide this feature.
- The proposed solution should include the existing virtual environment as LDR is actively pursuing the use of Virtual machines when possible to reduce server creep and the cost of new acquisitions. As much as possible, LDR would also like to repurpose/continue its recent investment in high-end servers for the Revenue Processing Center.
- The proposer should describe all equipment necessary to accomplish the processing of remittances that cannot be transmitted electronically after Check 21 is implemented. Redundancies should be included for the processing of such remittances in the event of equipment failure(s);
- The proposed solution should identify any existing RPC equipment to be utilized in the solution. Proposals should identify all items of LDR's existing and planned hardware and software that is to be incorporated into the proposed solution.
- Proposals should indicate which bar code formats are supported within the proposed solution and any limitations on the placement of bar codes on forms;
- Proposals should include any limitations on mark sense recognition imposed by the proposed solution

- Proposals should indicate any limitations on the location, size and number of characters that exist in the proposed solution;
- Proposals should include any capabilities or limitations for processing forms in portrait or landscape orientations
- The proposal should include a description of the forms definition process, any limitation as to the number of forms that can be defined within the proposed solution, and expected read rates for various form types;
- Proposals should indicate any limitations or special requirements imposed by the solution for the processing of envelopes;
- Proposals should include the resolutions supported by the proposed solution;
- The proposal should list the OCR/ICR engine(s) utilized by the proposed solution, describe whether or not multiple recognition engines are used within the solution and if voting among the engines is used to improve accuracy, the ability to incorporate additional engines, the fonts recognized by the solution, and the ability of the solution to learn new fonts. Expected read rates should be provided for various form types, including structured and unstructured forms
- Proposer should identify any commercially available, off-the-shelf software that is needed for implementation of proposer's solution. This software will be procured by LDR through the Office of State Purchasing in accordance with the requirements of the Louisiana Procurement Code.
- The proposer should describe if annual maintenance service is available. The LDR desires annual maintenance to keep the software operational, to keep current on releases, and to take full advantage of all features of the software.

#### D. List of Hardware

The proposer shall provide a complete list of all equipment (recommended brand and model) necessary to accomplish the list of deliverables. This list must include recommended redundancies in the event of an equipment failure. No equipment shall be purchased from this contract; all hardware shall be purchased by LDR through the Office of State Purchasing in accordance with the requirements of the Louisiana Procurement Code.

#### E. Training

The Proposer should include a detailed plan for training users of the proposed solution, including professional assistance and recommendations in redesigning forms for efficient offline recognition processes. The training should include step-by-step procedures and directions in the use of the proposed software and hardware through all activities supported by the proposed solution.

For estimation purposes, the Proposer should assume a State training population as follows:

Type of State Staff	Number of Trainees
Supervisors	8
Revenue Auditors	7
Revenue Analysts	8

Data Entry Operators	18
Document Preparation Staff	25
System Administrators	2
Management Staff	3
Equipment Operators	12
RPC Technical Support Staff	4

### **3.2 – Oral Presentation (Value of 10 Points)**

The State will invite those Proposers reasonably susceptible of being selected for award, as determined from the technical evaluation, to provide an oral presentation of their proposed solution. The purpose of the oral presentation is to provide the Proposer an opportunity to further promote their proposal and to provide the evaluation committee a better understanding of the proposed solution. The order by which Proposers will be assigned presentation dates will be determined through a random process.

All oral presentations will be held in Baton Rouge.

Proposers will receive scores in three (3) categories as follows:

1. Product Functionality
2. Technologies Utilized
3. Ability to help LDR meet its stated objectives

### **3.3 - Financial Proposal (Value of 30 Points)**

The Proposer must include an itemized listing of all expenses or fees, if applicable, that are expected to be paid by LDR for the proposed solution in a format as provided in Appendix B. Prices proposed shall be firm for the term of the contract. The following information shall be clearly represented in the cost proposal:

- Software Costs
- Professional Services Costs
- Transportation Costs
- Twelve month warranty period for all aspects of the proposed solution, including software.
- Other one-time costs

Because annual maintenance is needed to keep the software operational, to keep current on releases, and to take full advantage of all features of the software, for budgetary purposes, the proposer should include the fee for providing annual maintenance of software.

The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost. All hardware and off-the-shelf software costs will be provided by LDR and added to the proposer's costs listed above to determine the Total Proposal Cost. (Maintenance costs will not be included in the calculation of Total Proposal Cost.)

A proposer's Total Proposal Cost score will be computed as follows:

$$\text{BCS} = (\text{LPC}/\text{PC} \times 30)$$

Where:      BCS = Computer cost score (points) for proposer being evaluated  
              LPC = Lowest Total Proposed Cost of all proposers  
              PC = Total cost of proposer being evaluated

## **PART IV PERFORMANCE STANDARDS**

### **4.1 - Performance Requirements**

The Contractor shall agree to provide work and deliverables that conform to high professional standards. At the start of the contract and continuing thereafter, the contractor and State Project Manager will agree to a detailed list of deliverables, including when necessary, specifics of format and content. Standards will be established and agreed upon. All deliverables will be evaluated prior to acceptance in order to confirm that they meet requirements.

### **4.2 - Performance Measurement/Evaluation**

The Contractor will deliver weekly oral and/or written progress reports to the State Project Manager which will include the following:

- Review of previous week's progress in comparison to the project plan;
- Problems and issues encountered, the status or resolution of each, and assignments or plans for future resolution; and
- Proposed modifications to the project plan with the reasons or justification for the change.

The State Project Manager will use the following criteria to measure the performance of the Contractor:

- Availability of Contractor's functional and technical staff to perform task assignments;
- Adequate testing by the Contractor of system components to ensure that State requirements are being met and components are error free; and
- Implementation of a functioning system which meets the State's requirements.

The performance by the Contractor and expenditure of funds under the resulting contract will be monitored by:

- Reviewing completed design components to ensure that all requirements are met;
- Supervising staff in testing system components developed by the Contractor to ensure components are error free; and
- Verifying monthly Contractor invoices, time sheets, and task breakdowns to determine if billing for work completed is accurate.

## APPENDIX A

# STATE OF LOUISIANA

## CONTRACT

On this \_\_\_\_ day of \_\_\_\_\_, 20\_\_, the (Agency Name), hereinafter sometimes referred to as the "State", and (Contractor's name and legal address including zip code), hereinafter sometimes referred to as the "Contractor", do hereby enter into a contract under the following terms and conditions.

### 1.0 SCOPE OF SERVICES

Contractor hereby agrees to furnish services to State as specified in Section 3.0.

#### 1.1 CONCISE DESCRIPTION OF SERVICES

*[Provide the concise description of the data processing consulting services to be acquired]*

#### 1.2 COMPLETE DESCRIPTION OF SERVICES

A full description of the scope of services is contained in the following Attachments which are made a part of this contract:

Attachment I - Statement of Work

Attachment II - Hardware/Software Environment

Attachment III - Contractor Personnel and Other Resources

Attachment IV - State Furnished Resources

Attachment V – Insurance Requirements for Contractors

### 2.0 ADMINISTRATIVE REQUIREMENTS

#### 2.1 TERM OF CONTRACT

This contract shall begin on \_\_\_\_\_ and shall end on \_\_\_\_\_. State has the right to extend this contract up to a total of three years with the concurrence of the Contractor.

#### 2.2 WARRANTIES

Contractor shall indemnify State against any loss or expense arising out of any breach of any specified Warranty.

A. *Period of Coverage.* The Warranty period for software and system components covered under this Contract will begin on the date of acceptance or date of first productive use, whichever occurs later, and will terminate twelve (12) months thereafter.

B. *Free from Defects.* Contractor warrants that the system developed hereunder shall be free from defect in design and implementation and will continue to meet the specifications agreed to during system design and Contractor will, without additional charge to the State, correct any such defect and make such additions, modifications, or adjustments to the system as may be necessary to operate as specified in the Technical Deliverables accepted by the State.

C. *Software Standards Compliance.* Contractor warrants that all software and other products delivered hereunder will comply with State standards and/or guidelines for resource names, programming languages, and documentation as referenced in Attachment II.

D. *Software Performance.* Specific operating performance characteristics of the software developed and/or installed hereunder are warranted by the Contractor as stated in Attachment I.

E. *Original Development.* Contractor warrants that all materials produced hereunder will be of original development by Contractor, and will be specifically developed for the fulfillment of this contract. In the event the Contractor elects to use or incorporate in the materials to be produced any components of a system already existing, Contractor shall first notify the State, which after whatever investigation the State may elect to make, may direct the Contractor not to use or incorporate any such components. If the State does not object, Contractor may use or incorporate such components at Contractor's expense and shall furnish written consent of the party owning the same to the State in all events. Such components shall be warranted as set forth herein (except for originality) by the Contractor and the Contractor will arrange to transfer title or the perpetual license for the use of such components to the State for purposes of the contract.

F. *No Surreptitious Code Warranty.* Contractor warrants that software provided hereunder will be free from any "Self-Help Code". "Self-Help Code" means any back door, time bomb, or drop dead device or other routine designed to disable a computer program with the passage of time or under the positive control of a person or party other than the State. Excluded from this prohibition are identified and State-authorized features designed for purposes of maintenance or technical support. "Unauthorized Code" means any virus, Trojan horse, worm or other software routine or component designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such actions. "Unauthorized Code" does not include "Self-Help Code".

## **2.3 STAFF INSURANCE**

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the total contract amount included in Section 5.0. For insurance requirements, refer to Attachment V.

## **2.4 LICENSES AND PERMITS**

Contractor shall secure and maintain all licenses and permits, and pay inspection fees required to do the work required to complete this contract.

## **2.5 SECURITY**

Contractor's personnel will always comply with all security regulations in effect at the State's premises, and externally for materials belonging to the State or to the project. Contractor is responsible for reporting any breach of security to the State promptly.

## **2.6 TAXES**

Contractor is responsible for payment of all applicable taxes from the funds to be received under this contract. Contractor's federal tax identification number is .

## **2.7 CONFIDENTIALITY**

All financial, statistical, personal, technical and other data and information relating to the State's operations which are designated confidential by the State and made available to the Contractor in order to carry out this Contract, or which becomes available to the Contractor in carrying out this contract, shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. Contractor shall not be required to keep confidential any data or information which is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this Contract, or is rightfully obtained from third parties.

## **3.0 TECHNICAL REQUIREMENTS**

### **3.1 STATEMENT OF WORK**

Contractor will perform services according to the terms of this Contract and according to the Statement of Work (SOW) in Attachment I.

### **3.2 CONFIGURATION REQUIREMENTS**

The software system being installed shall be designed and configured by the Contractor to operate within the State's hardware, software, and networking environments as specified in Attachment II.

### **3.3 PROJECT MANAGEMENT**



Contractor shall provide, at a minimum, the following project management functions:

A. *Provide Project Management* - Contractor will provide day-to-day project management using best management practices for all tasks and activities necessary to complete the Statement of Work.

B *Provide Project Work Plan* - Contractor shall develop and maintain a Project Work Plan which breaks down the work to be performed into manageable phases, activities and tasks as appropriate. The work plan will identify: activities/tasks to be performed, project personnel requirements (both State and Contractor), estimated workdays/personnel hours to complete, expected start and completion dates. Scheduled completion dates for each deliverable shall specifically be included. Written concurrence of both parties will be required to amend the Work Plan. The Project Work Plan shall be approved by the State before project payments are made.

C. *Provide Project Progress Reports* - Contractor shall submit monthly progress reports signed by the Contractor's Project Manager to the State, no later than 10 days after the close of each calendar month. Each progress report shall describe the status of the Contractor's performance since the preceding report, including the products delivered, descriptions of problems encountered with a plan for resolving them, the work to be accomplished in the coming reporting period, and identifying issues requiring management attention, particularly those which may affect the scope of services, the project budget, or the deliverables to be provided by the Contractor. Each report shall identify activities by reference to the Project Work plan.

D. *Provide Time Sheets* - Accompanying each Progress Report, the Contractor shall submit time sheets to the State Project Director indicating effort expended and work performed by each member of its, or its subcontractors' staff, participating in this contract. Time sheets shall, at a minimum, identify the name of the individual performing the work and the number of hours worked during the period by Work Plan task.

E. *Provide Issue Control*. Contractor will develop and implement with State approval, procedures and forms to monitor the identification and resolution of key project issues and problems.

### **3.4 QUALITY ASSURANCE REVIEWS**

State reserves the right to conduct Quality Assurance Reviews at appropriate checkpoints throughout the project. Contractor will facilitate the review process by making staff and information available as requested by the reviewers at no additional cost to the State.

### **3.5 CONTRACTOR RESOURCES**

Contractor agrees to provide the following Contract related resources:

A. *Project Manager*. Contractor shall provide a project manager to provide day-to-day management of project tasks and activities, coordination of Contractor support and administrative activities, and for supervision of Contractor employees. The project manager shall possess the technical and functional skills and knowledge to direct all aspects of the project.

B. *Key Personnel*. Contractor shall assign staff who possess the knowledge, skills, and abilities to successfully perform assigned tasks. Individuals to be assigned by the Contractor are listed in Attachment

III.

C. *Personnel Changes.* Contractor's Project Manager and other key personnel assigned to this Contract may not be replaced without the written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an adequately qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness or other factors, excluding assignment to project outside this contract, outside of the State's or Contractor's reasonable control, as the case may be, the State or the Contractor, as the case may be, shall be responsible for providing an adequately qualified replacement in time to avoid delays to the work plan.

D. *Other Resources.* Contractor will provide other resources as specified in Attachment III.

### **3.6 STATE PROJECT DIRECTOR**

State shall appoint a Project Director for this Contract who will provide oversight of the activities conducted hereunder. The Project Director is identified in Attachment IV. Notwithstanding the Contractor's responsibility for total management during the performance of this Contract, the assigned State Project Director shall be the principal point of contact on behalf of the State and will be the principal point of contact for Contractor concerning Contractor's performance under this Contract.

### **3.7 STATE FURNISHED RESOURCES**

State will make available to the Contractor for use in fulfillment of this contract those resources described in Attachment IV.

### **3.8 STATE STANDARDS AND GUIDELINES**

Contractor shall comply with State standards and guidelines related to systems development, installation, software distribution, security, networking, and usage of State resources described in Attachment II.

### **3.9 ELECTRONICALLY FORMATTED INFORMATION**

Where applicable, State shall be provided all documents in electronic format, as well as hard-copy. Electronic media prepared by the Contractor for use by the State will be compatible with the State's comparable desktop application (e.g., spreadsheets, word processing documents). Conversion of files, if necessary, will be Contractor's responsibility. Conversely, as required, Contractor must accept and be able to process electronic documents and files created by the State's current desktop applications as described in Attachment II.

### **4.0 ACCEPTANCE OF DELIVERABLES**

Contract deliverables will be submitted, reviewed, and accepted according to the following procedure:

A. *General.* Except where this Contract provides different criteria, work will be accepted if it has been performed in accordance with the applicable specifications for Contractor's work in the Statement of

Work, the Request for Proposals, the Contractor's Proposal, and/or as subsequently modified in State-approved design documents developed within this Project, and in the accepted final documentation.

**B. Submittal and Initial Review.** Upon written notification by Contractor that a Deliverable is completed and available for review and acceptance, the State Project Director will use best efforts to review the Deliverable within five (5) business days after the Deliverable is presented to the State Project Director, but in no event later than ten (10) business days after the Deliverable is presented to the State Project Director. Within the applicable period, the State Project Director will direct the appropriate review process, coordinate any review outside the Project team, and present results to any user committees and/or Steering Committee for approval, as needed. The initial review process will be comprehensive with a view toward identifying all items which must be modified or added to enable a Deliverable to be approved. A failure to deliver all or any essential part of a Deliverable shall be cause for non-acceptance.

**C. Notification of Acceptance or Rejection.** If no notification is delivered to Contractor within the applicable period, the Deliverable will be considered approved. If State disapproves a Deliverable, State will notify Contractor in writing of such disapproval, and will specify those items which, if modified or added, will cause the Deliverable to be approved.

**D. Resubmitting Corrected Deliverables.** With respect to such Deliverables, Contractor will resubmit the Deliverable with requested modifications and the State Project Director will review such modifications within five (5) business days. If no notification is delivered to Contractor within those five (5) business days, the Deliverable is considered approved. If the State disapproves that Deliverable, the State will notify Contractor in writing of any additional deficiencies which result from such modifications and Contractor will resubmit the Deliverable with the requested modifications. The parties agree to repeat this process as required until all such identified deficiencies are corrected or a determination of breach or default is made. The payment by the State for each activity is contingent upon correction of all such deficiencies and acceptance by the State.

**F. Payment of Retainage Based on Acceptance.** Final payment of any retainage will be contingent on completion and acceptance of all contract deliverables.

## **5.0 COMPENSATION AND MAXIMUM AMOUNT OF CONTRACT**

In consideration of the services required by this contract, State hereby agrees to pay to Contractor a maximum fee of \$ . Contractor will comply with the Division of Administration State General Travel Regulations, as set forth in Division of Administration Policy and Procedure Memorandum No. 49. Payment will be made only on approval of \_\_\_\_\_ (Name of Designee).

*(There are many payment terms that can be negotiated with the Contractor. Below are examples of some that are used. Any one or combination of these is acceptable as long as payment is tied to the Acceptance of the Deliverables. The terms used are illustrative only)*

### **Example A. Payment by Task.**

The Contract resulting from this Request for Proposal shall be compensated on a firm fixed price basis with progress payments upon completion of all deliverables within a series of tasks. Certain tasks have been identified as payment tasks (see below).

Payments, less retainage, will be made upon successful completion and after review and written approval by the State of the tasks and deliverables. All completed work and deliverables shall be in conformity with the Request for Proposal specifications and commonly accepted industry standards.

#### Payment Schedule

State has identified certain tasks as payment tasks. Payment tasks are those which represent the completion of major milestones of the project. Payment tasks are as follows:

\$000.00 Task 4 Verify Functional Requirements

\$000.00 Task 5 Develop Detailed Design for Modified WIS System

\$000.00 Task 7 WIS System Modifications and Testing

\$000.00 Task 9 Develop System Documentation

\$000.00 Task 12 Conduct Pilot Test

\$000.00 Task 14 Statewide Implementation

Payments are predicated upon successful completion and written approval by the State of the described tasks and deliverables as provided in the Acceptance of Deliverables Section 4.0. Payments will be made to the Contractor after written acceptance by the State of the payment task and receipt of an invoice. State will make every reasonable effort to make payments within 25 work days of the receipt of invoice.

The amount of the payment will be determined in the following manner.

- Tasks specified as non-payment tasks will accumulate forward to the next payment task. For example, the first payment task is Task 4. Upon completion of Task 4, the Contractor will be paid for all allowable charges incurred up through Task 4, less retainage.
- The allowable payment amount will be multiplied by 90 percent, giving the amount which will be remitted to the Contractor. Ten percent of the allowable milestone payment will be retained until written acceptance by the State of all deliverables provided by the contract.
- Upon written State acceptance of the system's successful implementation, one-half of the retained funds will be paid to the Contractor.
- The remaining retained funds will be paid to the Contractor upon State acceptance of the system following the warranty/maintenance period.
- No interest on retained funds shall accrue to the Contractor.

Prohibition Against Advance Payments. No compensation or payment of any nature will be made in advance of services actually performed and/or supplies furnished.

### **Example B. *Payment by Percentage of Completion***

Payment for the development of the Project will be based on completion of project milestones by Contractor and accepted as per Section 4.0. Each Project milestone has been assigned a percentage. This percentage will be used to determine the portion of Contractor's fee for developing the Project that shall be paid upon successful completion and acceptance of deliverables resulting from the Project milestone as provided in Section 4.0. The project milestones and payment percentages are listed below:

#### Project Milestone Percentage

Project Schedule showing start and end dates for key project milestones accepted by the State and conclusion of initial project meeting where objectives and time tables are agreed to by the State and the Contractor. 10%

Applications and Analysis Completed 40%

Testing procedures accepted by the State and training of State personnel 30%

Final Plan accepted by the State 20%

## **6.0 TERMINATION**

### **6.1 TERMINATION FOR CAUSE**

State may terminate this Contract for cause based upon the failure of Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice. Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract; provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the state to cure the defect.

### **6.2 TERMINATION FOR CONVENIENCE**

State may terminate the Contract at any time without penalty by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date thereof. Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

## **7.0 REMEDIES FOR DEFAULT**

Any claim or controversy arising out of the contract shall be resolved by the provisions of LSA - R.S. 39:1524 - 1526.

## **8.0 AVAILABILITY OF FUNDS**

The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any

means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds have not been appropriated. Such termination shall be without penalty or expense to the State except for payments which have been earned prior to the termination.

## **9.0 OWNERSHIP OF PRODUCT**

Upon completion of this contract, or if terminated earlier, all software, data files, documentation, records, worksheets, or any other materials related to this contract shall become the property of State. All such software, records, worksheets, or materials shall be delivered to the State within thirty days of the completion or termination of this contract.

## **10.0 NONASSIGNABILITY**

No contractor shall assign any interest in this contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

## **11.0 RIGHT TO AUDIT**

Contractor grants to the Office of the Legislative Auditor, Inspector General's Office, the Federal Government, and any other duly authorized agencies of the State where appropriate the right to inspect and review all books and records pertaining to services rendered under this contract. Contractor shall comply with federal and/or state laws authorizing an audit of Contractor's operation as a whole, or of specific program activities.

## **12.0 RECORD RETENTION**

Contractor agrees to retain all books, records, and other documents relevant to this contract and the funds expended hereunder for at least three years after final payment, or as required by applicable Federal law, if Federal funds are used to fund this contract.

## **13.0 AMENDMENTS IN WRITING**

Any alteration, variation, modification, or waiver of provisions of this contract shall be valid only when they have been reduced to writing, duly signed. No amendment shall be valid until it has been executed by all parties and approved by the Director of the Office of Contractual Review, Division of Administration.

## **14.0 FUND USE**

Contractor agrees not to use funds received for services rendered under this Contract to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

## **15.0 NON-DISCRIMINATION**

Contractor agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, disabilities, or because of an individual's sexual orientation. Any act of discrimination committed by Contractor, or failure to comply with these obligations when applicable shall be grounds for termination of this contract.

## **16.0 HEADINGS**

Descriptive headings in this contract are for convenience only and shall not affect the construction or meaning of contractual language.

## **17.0 ENTIRE AGREEMENT AND ORDER OF PRECEDENCE**

This contract, (together with the Request for Proposals and addenda issued thereto by the State, the proposal submitted by the Contractor in response to the State's Request for Proposals, and any exhibits specifically incorporated herein by reference) constitutes the entire agreement between the parties with respect to the subject matter.

This contract shall, to the extent possible, be construed to give effect to all provisions contained therein: however, where provisions are in conflict, first priority shall be given to the provisions of the contract, excluding the Request for Proposals and the Proposal; second priority shall be given to the provisions of the Request for Proposals and amendments thereto; and third priority shall be given to the provisions of the Proposal.

THUS DONE AND SIGNED on the date(s) noted below

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CONTRACTOR'S SIGNATURE

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DATE

---

STATE'S SIGNATURE

---

DATE

## **ATTACHMENT I STATEMENT OF WORK**

### **1.0 INTRODUCTION**

The State desires to design, develop, install, test, and implement a comprehensive deposit, remittance, return, image processing and data capture system. The system shall provide ICR/OCR capture, image assisted data entry, deposit and remittance processing for the taxes and fees administered by the State. The solution shall include recommendations for all equipment/changes necessary to accomplish the State's objectives beginning with mail receipt and including all tasks through data and image transfer to LDR's integrated tax system and deposit of funds into the State's bank account(s).

The State's principle objectives are:

- To re-engineer RPC end-to-end processing to provide more streamlined and accurate processing with technologies and processes that are relevant for the current and future needs of RPC and LDR. This will allow for an increase in employee productivity by providing improved processes and automating labor intensive tasks, improvement in the accuracy of the capture of tax data before updating the taxpayer's account history, and a reduction and simplification of systems maintenance tasks and costs.
- To re-engineer its mail handling processes to automate and improve incoming document identification, accountability, and front end processing in order to capture more data in a timelier manner. Enhanced document identification and data capture will allow RPC to: a) track documents as they move through work processes so that bottlenecks can be detected early and corrective action taken, b) monitor key performance indicators, and c) improve customer service.
- To re-engineer its front end processing system to reduce the number of operating platforms and software systems. The goal is to have a front end processing system that is built using a scalable modular design. These modules shall enable RPC to select desired functionality needed for processing documents, reduce the need for extensive coding, and to reduce overall maintenance costs. The re-engineered system will provide for more efficient support, internal control of documents processed, improved interfaces with Gentax and Gentax imaging, and improved processing times.
- To re-engineer its forms processing system to have as much of the data capture process as is technically feasible to be automated via ICR/OCR technology. The goal is to enable LDR to process more unstructured forms. The movement to unstructured forms will allow for more efficient form design, reduce printing costs, and allow for the capture of more data in a timely manner. Another goal is to provide for the capture and perfection of all tax returns within a five day window, except during the two annual peak processing periods that occur in April and again in May. The processing window is extended to eight days during the peak periods.
- To re-engineer its payment workflow processes, including payments received in regional offices, to reduce keying errors through the use of scanning and courtesy amount recognition/legal amount recognition (CAR/LAR) technology, improve upon the encoding process, and undertake remote deposit capture and Check21 initiatives which will expedite the depositing of funds received into state bank accounts. The goal is to provide for an average deposit time of 3 days for paper checks and to deposit 90% of all funds received (including electronic funds) within 24 hours.
- To relocate identified RPC computer room equipment that will be used in the re-engineering process, along with proposed hardware recommendations/purchases, such that all equipment is located at the DPS Data Center facility to ensure 24/7/365 console monitoring and off-site support.

### **2.0 DESCRIPTION OF SERVICES/TASKS**

The Contractor will provide the services and software for the design, development, implementation, testing, and training needed to provide a complete solution that improves the remittance, return, data



capture, and image capture processes that support all functions within the Revenue Processing Center beginning with mail receipt and includes all tasks through data and image transfer to Revenue's integrated tax system and the depositing of funds into the State's bank account(s). LDR shall provide all hardware and off-the-shelf software.

The Contractor will furnish and install all equipment and software for the proposed solution. The Contractor will coordinate the delivery of all proposed equipment and the integration of this equipment with the proposed solution. The Contractor will provide one year of on-site warranty for the proposed equipment. The warranty maintenance will be available Monday through Friday from 7:00 am to 5:00 pm, exclusive of State holidays. Maintenance personnel, sufficient critical parts inventory and diagnostic equipment necessary to maintain this equipment will be available onsite within four hours of call. If additional parts are necessary for repair of this equipment, those parts will be delivered to the State within twenty-four clock hours. The Contractor will provide all training required in the use of the equipment by State personnel including basic operation, troubleshooting, preventative maintenance, customization of setup features, and other training deemed relevant by the contractor.

The Contractor will furnish all image capture and remittance processing software for the functions offered as the proposed solution. The solution will be a fully supported package for the imaging, data capture and remittance processing functions including any system utilities required for the efficient operation of the system and the imaging functions. The software will support the scanning, data capture, verification, indexing, storage, retrieval, viewing, printing and management functions of a data capture and remittance processing system.

The Contractor will be responsible for providing interfaces between the proposed solution and the LDR integrated tax system for the transfer of captured data and images. The interface must be capable of transmitting the data and images in the current required formats, and must be easily modified to output the data in whatever new format may result from changes to the integrated tax system.

The Contractor will be responsible for providing interfaces between the proposed solution and the State's bank for the depositing of funds into the State's bank account(s).

The Contractor will provide manuals that progressively describe, in narrative fashion, each step involved in performing the activities associated with a particular function supported by the proposed solution. The manual for each function shall be organized by activity and contain a comprehensive table of contents and a comprehensive index so as to direct readers to proper procedures of each activity. The manuals shall be printed on 8.5" by 11" paper and provided in standard, three ring binders to permit the incorporation of new instructions and revisions without the need for re-writing or reordering the entire manual. The Contractor will provide a master copy of each manual for the State to duplicate as well as a soft copy of the manual in MS Word or other State approved electronic format. The Contractor will keep the manuals current as the project progresses from phase to phase.

The Contractor will provide complete system documentation for all custom software developed as part of the proposed solution. Documentation shall include:

- Technical description of the document and remittance processing system and its operations.
- Procedure manuals for receiving, scanning, processing, and monitoring remittances, returns, correspondence and any other taxpayer forms.
- System User Guide(s) that describe, in detail, step-by-step instruction for all system functions.

The Contractor will provide user training which includes step-by-step procedures and directions in the use of the proposed software and hardware for all activities supported by the proposed solution.

The Contractor will provide Project Management services to ensure that all project sub-phases are completed on time and all deliverables are produced accurately and completely. The services are to include the coordination of daily on-site activities of the Contractor's project team and weekly oral and/or written progress reports to the State Project Director.

It is possible that the Department will process forms and payments for other State agencies in the future. The system must be able to produce multiple outputs of data and images for multiple State agencies, deposit funds to multiple bank accounts, and provide separate reporting for each of the agencies.

### 3.0 SCHEDULE REQUIREMENTS

*[Describe here major schedule milestones, such as: project start, when work plan will be finalized and approved, project phases, dates for contract deliverables, implementation target date, etc.]*

### 4.0 PERFORMANCE MEASURES AND MONITORING PLAN

*[Describe the performance measures to be taken during the project and monitoring plan.]*

### 5.0 DELIVERABLES

Contractor agrees to provide the following deliverables within the time frames specified herein:

*[List the project deliverables with a description of each deliverable. More information can be placed in a separate attachment or included by reference to the specific Request for Proposals and/or the proposal provisions.]*

Examples are as follows:

Examples of Deliverables	
Deliverable	Description
Technical Assessment	Provide <i>Technical Assessment</i> . Contractor will review those areas of the State's data processing environment; such as: standards and guidelines, development tools, technical resources, hardware capacities, software supported, networks, facilities, specified arrangements, etc related to the Statement of Work to be provided; and, if warranted, prepare a memorandum identifying areas where, in Contractor's opinion, the State's technical environment may materially impair Contractor from successfully completing the Contract. The Project Environment memorandum, if prepared, shall be submitted prior to delivery of the Project Work Plan.
Information Planning	Provide <i>Information Planning</i> . Contractor will perform necessary analysis tasks and develop an Information Systems Plan incorporating the functional and technical requirements as specified in the Statement of Work. The systems planning project will encompass such tasks as: defining business strategies, information needs, organization strategies, application strategies, information technology strategies, implementation strategies; and defining and planning specific projects to be implemented. An outline specifying the nature of the content, format, and level of detail for the Information Systems Plan will be developed/finalized by the Contractor and approved by the State Project Director.
Functional Systems Requirements	Provide <i>Functional System Requirements</i> . Contractor will perform necessary information gathering and analysis tasks and develop a Functional Systems Requirements report that incorporates the functional and technical requirements of the State according to the Statement of Work. An outline specifying the nature of the content, format, and level of detail for this document will be developed/finalized by the Contractor and approved by the State Project Director. (Note: depending on the nature of the project, this deliverable may be called Preliminary Systems Design, Conceptual Design, Logical Data and Process Model Design, or something appropriately

	descriptive. The narrative should communicate the context of the work to be performed and the deliverable to be provided.)
Technical Design/ Technical Architecture Report	Provide <i>Technical Design/Technical Architecture Report</i> . Contractor will perform necessary technical design tasks and develop a Technical Design Report that satisfies the provisions of the Statement of Work, the Configuration Requirements, and the Functional Systems Requirements. An outline specifying the nature of the content, format, and level of detail for this report will be developed/finalized by the Contractor and approved by the State Project Director. (Note: depending on the nature of the project, this deliverable may be called Preliminary Systems Design, Conceptual Design, Logical Data and Process Model Design, or something appropriately descriptive. The narrative should communicate the context of the work to be performed and the deliverable to be provided.)
Demonstration Model or Prototype	Provide <i>Demonstration Model</i> . Contractor will develop a demonstration model or prototype of the system as a "proof of concept" for key components in the functional and technical design.
Implementation Planning Report	Provide <i>Implementation Planning Report</i> . Contractor will perform necessary information gathering and analysis tasks to develop an Implementation Planning Report describing the strategy for implementing the system; including: systems testing, acceptance testing, integration, software installation, interfaces, conversion, software distribution, training, "going live", and support. The plan should address resources, time frames, responsibilities, and contingencies. An outline specifying the nature of the content, format, and level of detail for this report will be developed/finalized by the Contractor and approved by the State Project Director.
Programming/Custom Modifications	Provide <i>Programming/Custom Modifications</i> . Contractor will perform programming/coding tasks necessary to produce the software specified in the functional requirements and technical design reports. Tasks performed may include use of scripts, macros, or procedural or command languages which may be required by the development tools being used
Software Installation	Provide <i>Software Installation</i> . Contractor will perform software installation tasks as applicable; such as: database setup, file sizing, software retrofitting, installation of software releases, application table setup, operation setup, file migrations, installation test, system integration, integration test, and performance tuning.
Systems Test and Acceptance Test Support	Provide <i>Systems Test and Acceptance Test Support</i> . This includes tasks such as functional support on system functionality, script development and data setup, technical support on executing special jobs or cycles to facilitate testing, assisting in the actual execution of test scripts and review of results, and development of an acceptance test calendar with all of the appropriate cycles.
Interface Testing	Provide <i>Interface Testing</i> . This includes such tasks as: development and testing of extract programs, input interfaces, output interfaces, and front-end programs that are identified in the Implementation Planning document.
Implementation Support	Provide <i>Implementation Support</i> . Contractor will provide functional support as specified in the Implementation Plan, including such tasks as developing a cut-over schedule, augmenting help-desk operations, etc. Provide <i>Training Delivery</i> . Contractor will provide xxx (nn) training days of instructor training for delivering the ILT course to State personnel as described in the Implementation Plan.
Training Materials	Provide <i>Training Materials</i> . This includes: all Instructor Lead Training (ILT) materials; Computer Based Training (CBT) materials; and application student

	guides as described in the Implementation Plan.
Documentation	Provide <i>Documentation</i> . This includes: Online Features Manuals; User Guides; Errors and Diagnostics Manual; Operations Guide; Reports Manual; and Application Quick Reference Cards as specified in the Implementation Plan.
WWW Presence	Provide <i>WWW Presence</i> . This includes providing Intranet/Internet access via standard WWW browsers to documentation, training materials; as well as dynamically supporting generation of reports, data queries, submittal of input forms, and other system functions as specified.
Post Implementation Support	Provide <i>Post Implementation Support</i> to the State after the implementation of the system. Contractor will provide xxx (n) qualified staff for XXX month following implementation
Change Control	Provide <i>Change Control</i> . Contractor will develop and implement with State approval, procedures and forms to provide a method for defining, reviewing, prioritizing, scheduling, and approving changes to specifications, designs, programs, procedures, and documentation that may be required within the scope of this project.
Final Project Report	Provide <i>Final Project Report</i> . At the conclusion of the project, the extent and manner to which the project objectives have been met, as well as follow-on recommendations, will be described in a final report. As scheduled in the Work Plan, an outline of this report will be developed by the Contractor and approved by the State Project Director.

## 5.0 STANDARD OF PERFORMANCE

As stipulated in the warranty provisions of this Contract, the following standards of performance for the products delivered hereunder will be warranted as described below:

*[Describe here any unique operating characteristics of the software or system that must be warranted to a specified level of performance.]*

## ATTACHMENT II HARDWARE/SOFTWARE ENVIRONMENT

The system to be installed must be able to operate on the State data processing facility and configuration as follows:

### 1.0 HARDWARE AND OPERATING SYSTEM SOFTWARE

#### LAN/MAN/WAN

Mainframe, Windows 2003 Server Farm, and SAN housed at Dept. of Public Safety Data Center

##### Headquarters

Connected to Data Center by high speed State MAN  
675 users local connection via 100mb Fast Ethernet  
Mainframe and server batch printing  
Scanning and OCR processing

##### Remote Sites – 12

Connected via Frame-Relay connections ranging from T1 to 6 Mbps  
Users 10-70 per site  
300 total users local connection via 100mb Fast Ethernet

TOPOLOGIES	Fast Ethernet Gigabit Ethernet
NETWORK OPERATING SYSTEM	Windows 2003 Ent. Server (115 Servers) Active Directory Active/Passive and Active/Active Clustering
CLIENT OPERATING SYSTEMS	Windows XP Professional (1085 workstations) Windows XP Professional (340 laptops) Macintosh (4 workstations)
PROTOCOLS	TCP/IP DLC/SNA
INTERNET CONNECTION	Through State network – LaNet
GATEWAYS USED	Routers SNA Gateways
NETWORK MANAGEMENT SYSTEMS	Cisco Router & Switch IOS Utilities Microsoft Operations Manager IP Monitor SolarWinds Dell Open Manage

#### Typical LAN Client Configuration

PROCESSOR TYPE	Pentium 4 / 2.8 GHz
MEMORY	512 MB
DISK CAPACITY	40 GB
NETWORK INTERFACE CARD	Ethernet 100mbps
CDROM	CD-R / RW

#### LAN Applications

APPLICATION	SOFTWARE UTILIZED
Electronic Mail	Exchange 2007 / MS Outlook 2003

Word Processing	MS Word
Spreadsheets	MS Excel
Database	MS SQL 2005 / MS Access
Business Graphics	MS PowerPoint
Terminal Emulation	Attachmate EXTRA 7.11 / APPN Node 802.2
Imaging	Gentax Imaging
Internet Access	Internet Explorer 6.0
Tax Processing	GenTax
Enterprise Business Intelligence Platform	WebFOCUS

## 2.0 SPECIAL REQUIREMENTS

Identified RPC computer room equipment that will be used in the re-engineering process, along with proposed hardware recommendations/purchases, shall be located at the DPS Data Center facility to ensure 24/7/365 console monitoring and off-site support.

VMware virtual servers shall be used to the maximum extent possible.

## 3.0 STANDARDS AND GUIDELINES

The following hardware and software standards and guidelines must be used in developing the proposed solution:

### Hardware:

- Dell PowerEdge rack-mount servers (Gb Ethernet, DRAC, RAID, Microsoft clustering)
- Dell server racks and PDUs
- Dell/EMC CLARiiON CX-nnn SANs
- Brocade FC Switches
- QLogic FC HBAs
- Cisco routers and switches

### Software:

- Windows Server 2003
- SQL Server 2005
- Internet Information Server (IIS)
- VMware

## **ATTACHMENT III CONTRACTOR PERSONNEL AND OTHER RESOURCES**

### **1.0 CONTRACTOR PERSONNEL**

The following individuals are assigned to the project, on a full time basis (unless otherwise indicated), and in the capacities set forth below:

<u>Name/Company</u>	<u>Responsibilities/Classification</u>	<u>Rate</u>	<u>Expected Duration</u>
---------------------	--	-------------	--------------------------

...			
...			
...			
...			

*[List here all personnel, including subcontractors, who will be assigned to the project. Personnel who will be assigned at a future date may be listed by job classification. Contract may also specify qualifications for each unnamed person.]*

### **2.0 PC WORKSTATIONS**

Contractor will provide its own workstations, any workstation resident software and maintenance thereof.

### **3.0 NETWORK CONNECTIVITY**

Any Contractor-provided workstations or devices to be connected to the State's network, must comply with State network and security standards. Contractor must provide the hardware components, operating system, and software licenses necessary to function as part of the State network. All hardware and software must be reviewed before it is used on the Local Area Network, and may be made operable on the Local Area Network with written approval of the State.

## **ATTACHMENT IV STATE FURNISHED RESOURCES**

Any resources of the State furnished to the Contractor shall be used only for the performance of this Contract. State will make available to the Contractor, for Contractor's use in fulfillment of this contract, resources as described below:

### **1.0 PROJECT DIRECTOR**

The Project Director appointed by the State as described in Section 3.6 is \_\_\_\_\_ who is the principal point of contact for this contract on behalf of the State.

### **2.0 TECHNICAL STAFF**

State will provide xxx (#) technical employees to be manpower loaded at no more than ##% of normal work hours. The level of effort required and time frames will be documented in a memorandum based upon the work plan. Reasonable access to other technical specialists on a limited basis will be coordinated through the State Project Director.

### **3.0 FUNCTIONAL STAFF**

State will provide xxx (#) functional employees to be manpower loaded at no more than ##% of normal work hours. The level of effort required and time frames will be documented in a memorandum based upon the work plan. Reasonable access to other functional personnel on a limited basis will be coordinated through the State Project Director

### **4.0 OFFICE FACILITIES**

State will provide reasonable and normal office space, clerical support, local telephone service, and limited usage of copiers.

### **5.0 COMPUTER FACILITIES**

State will make available use of computer facilities at reasonable times and in reasonable time increments to support system development, test, and installation activities. Special facility requirements, such as stress testing or conversion, shall be addressed in the appropriate planning documents or documented by the Contractor in a memorandum.



## **ATTACHMENT V INSURANCE REQUIREMENTS FOR CONTRACTORS**

### **1.0 MINIMUM SCOPE OF INSURANCE**

Coverage shall be at least as broad as:

1. Insurance Services Office form number GL 0002 (Ed. 1/73) covering Comprehensive General Liability and Insurance Services Office form number GL 0404 covering Broad Form Comprehensive General Liability; or Insurance Services Office Commercial General Liability coverage ("occurrence" form CG 001). "Claims Made" form is unacceptable. The "occurrence form" shall not have a "sunset clause".
2. Insurance Services Office form number CA 0001 (Ed 1/78) covering Automobile Liability and endorsement CA 0025 or CA 0001 12 90. The policy shall provide coverage for owned, hired, and non-owned coverage. If an automobile is to be utilized in the execution of this contract, and the contractor does not own a vehicle, then proof of hired and non-owned coverage is sufficient.
3. Workers' Compensation insurance as required by the Labor Code of the State of Louisiana, including Employers Liability insurance.

### **2.0 MINIMUM LIMITS OF INSURANCE**

Contractor shall maintain limits no less than:

1. Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage.
2. Automobile Liability: \$1,000,000 combined single limit per accident, for bodily injury and property damage.
3. Workers Compensation and Employers Liability: Workers' Compensation limits as required by the Labor Code of the State of Louisiana and Employers Liability coverage. Exception: Employers liability limit is to be \$1,000,000 when work is to be over water and involves maritime exposure.

### **3.0 DEDUCTIBLES AND SELF-INSURED RETENTIONS**

Any deductibles or self-insured retentions must be declared to and approved by the Agency. At the option of the Agency, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Agency, its officers, officials, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

### **4.0 OTHER INSURANCE PROVISIONS**

The policies are to contain, or be endorsed to contain, the following provisions:

1. General Liability and Automobile Liability Coverages
  - a. The Agency, its officials, employees, Boards and Commissions and volunteers are to be added as "additional insureds" as respects liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor, premises owned, occupied or used by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Agency, its officers, officials, employees or volunteers. It is understood that the business auto policy under "Who is an Insured" automatically provides liability coverage in favor of the State of Louisiana.

b. Any failure to comply with reporting provision of the policy shall not affect coverage provided to the Agency, its officers, officials, employees Boards and Commissions or volunteers.

c. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

## **2. Workers' Compensation and Employers Liability Coverage**

The insurer shall agree to waive all rights of subrogation against the Agency, its officers, officials, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

## **3. All Coverages**

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, or reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the Agency.

## **5.0 ACCEPTABILITY OF INSURERS**

Insurance is to be placed with insurers with a Best's rating of A-:VI or higher. This rating requirement may be waived for workers' compensation coverage only.

## **6.0 VERIFICATION OF COVERAGE**

Contractor shall furnish the Agency with certificates of insurance affecting coverage required by this clause. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the Agency before work commences. The Agency reserves the right to require complete, certified copies of all required insurance policies, at any time.

## **7.0 SUBCONTRACTORS**

Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements state herein.

## APPENDIX B

### Cost Proposal

Description	Cost
Equipment (from Schedule A)	<b>LDR will provide cost</b>
Software (from Schedule B)*	
Professional Services (from Schedule C)	
Other (attach description)	
<b>** TOTAL PROPOSAL COST</b>	

\* If commercially available, off-the-shelf software is needed for implementation of the solution, the price for this software will be provided by LDR.

\*\* The Total Proposal Cost will be the cost used in the financial evaluation process.

Schedule A – Equipment List					
Description	Model #	Quantity			

Schedule B – Software Cost Proposal					
Description	Application	Quantity	Unit Cost	Extended Cost	Annual Maintenance Renewal Fee (Info Only)
Third Party Software					
Custom Application Software					
Other Software (describe)					
Total Software Cost					

<b>Schedule C – Professional Services Cost Proposal</b>				
Description	Application	Number of Hours	Hourly Rate	Extended Cost
Consulting and business Process re-engineering Services				
System design, prototype, and development costs				
Project Management Fees				
Training Services – On-site				
Training Services – Off-site				
Testing and acceptance services				
Documentation Services				
Integration Costs				
Interface Costs				
Other Services (describe)				
Total Professional Service Costs				

### Payment Schedule

Deliverable	Cost
<b>*** TOTAL PAYMENTS</b>	

\*\*\* The TOTAL PAYMENTS amount must match the TOTAL PROPOSAL COST provided in the Cost Proposal of this Appendix.

## APPENDIX C

### CURRENT ENVIRONMENT

#### 1.0 HARDWARE AND OPERATING SYSTEM SOFTWARE

Listing of Hardware
ScanOptics Series 9000M Scanner
Feeder, with Acoustics Double
Monitor, 17 inch
Monitor Stand with Swing Arm
FoxJet Serializer (Front)
Front OCR w/programmable filters
Reverse OCR w/programmable filters
Stacker with Blower
Multifont Font Recognition (Alphanumeric) Hardware
Inline Neural Handprint Hardware
ScanOptics Series 9000T Scanners
Ink-Jet Serializer
Laser Handprint Guide Box
Reverse Side ICR Camera
4 Pocket Stacker Module
Duplex Recognition
Numeric Multifont
InLine Neural Handprint
3 of 9 bar-code
IBML ImageTrac II Scanner
IBML ImageTrac III Scanner
IBML ImageTrac IV Scanner
Vista Workstations – Dell Optiplex GX280, Pentium 4, minimum 256 MB RAM, 30 GB Hard drive, 19 inch monitor
CAR server – Virtual Server
NDP250 Power Encode Workstation: includes High Speed Encoder, Endorser, 12 Pockets, Audit Printer, Secondary Feeder
TMS Administrator Workstation - 300MHz Pentium, 64 MB Memory, 3.2 GB Disk, 15 inch Monitor
2 - HP 4000TN Laser Printer
Image and Database File and SQL Server – Dell/EMC CX500 SAN connected through fiber switch
Image Servers – Dell PowerEdge 6850, Dual 3.0 GHz Pentium 4 Duo Core, 1024 MB RAMN, Storage through Dell SAN
Database servers – Dell PowerEdge 2650, Dual 2.8 GHz Xeon's, 2048 MB RAM, Storage through Dell SAN
OPDATA servers - Dell PowerEdge 6850, Quad 3.0 GHz Pentium 4 Duo Core, 2048 MB RAM, Storage through Dell SAN
3 - DSS Scan Workstations – 300MHz Pentium, 64 MB, 3.2 GB disk, with 17 inch Monitor



Context Editor Recognition Workstation - 300MHz Pentium, 64 MB, 3.2 GB Disk, without Monitor
Dell Powervault 136T Tape Backup Library
Sharing Devices (for switching shared monitors to appropriate servers)
Patch Panels
<b>Listing of Software</b>
Series 9000 Operating System
Assy. Series 9000 Kit Ver 4.03B
ScanGen Runtime Library V2.11A
SO Vista Intrfc Assy V1.02
CAR Recognition Assy
ScanGen Development w/HDW Key
Fairfax Imaging Quick Scan modules
IBML SoftTrac Application software
IBML DocNetics image analysis and interpretation software
NDP250 O/S software
TMS Power encode software
TMS Database System
DSS Scan Module
Vistal CR/Nestor Module
Mitek w/context Editor & Postal DB
DSS BarCode Recognition
Kofax Scanner Interface
SQL Server and Clients
Crystal Reports
Windows 2000 Server
Windows 2003 Server
Windows XP
Series 9000M Operating System
ScanGen Runtime O/S 9000M
Image Assist Software
S9000M Output Processor
Inline Neural Recognition OS
Multifont Recognition Alphanumeric
Bar Code 3 of 9
8000 DSS Driver
Inline Neural Handprint Recognition
SONAR NR W/O context Edit 100CPS
Mitek 2-D BarCode Recognition
IBM Tivoli Storage Manager
Borland C++
Visual Basic
Visio

## 2.0 RPC EQUIPMENT LIST

## Device Description Clustered Servers

## Server Type

## Server Purpose

LDR-TPC-DB1	Dell PowerEdge 2650	File/Share
LDR-TPC-DB2	Dell PowerEdge 2650	File/Share
LDR-TPC-FF5	Dell PowerEdge 6850	SQL 2000 Cluster
LDR-TPC-FF6	Dell PowerEdge 6850	SQL 2000 Cluster
LDR-TPC-IMG21NE	Dell PowerEdge 2850	File/Share
LDR-TPC-IMG22NE	Dell PowerEdge 2850	File/Share
OPDATA1NEW	Dell PowerEdge 6850	SQL 2000 Cluster
OPDATA2NEW	Dell PowerEdge 6850	SQL 2000 Cluster

## Physical Servers

\*Will soon be converted to virtual machines

*LDR-TPC-DEL12	Dell PowerEdge 1550	OCR
*LDR-TPC-DEL13	Dell PowerEdge 1550	OCR
*LDR-TPC-DEL14	Dell PowerEdge 1550	OCR
*LDR-TPC-DEL15	Dell PowerEdge 1550	Exporter 1
*LDR-TPC-DEL16	Dell PowerEdge 1550	Exporter 2
RPC-FILESVR1	Dell PowerEdge 1650	File/Share
RPC-FILESVR2	Dell PowerEdge 1750	File/Share
LDR-TPC-TEST	Dell PowerEdge 2550	Test Database
LDR-TPC-VS_STAT	Dell PowerEdge 2850	Vista Capture Statistics
LDR-TPC-TSM	Dell PowerEdge 2850	Tivoli (Tape) Backup Machine
LDR-TPC-VS2	Dell PowerEdge 2850	Virtual Solutions Vendor Server
LDR-TPC-VS2	Dell PowerEdge 2850	Virtual Solutions Vendor Server
LDR-TPC-FF1	Dell PowerEdge 2950	FairFax Server
LDR-TPC-FF2	Dell PowerEdge 2950	FairFax Server
LDR-TPC-FF3	Dell PowerEdge 2950	FairFax Server
LDR-TPC-FF4	Dell PowerEdge 2950	FairFax Server
LDR-TPC-FFIMAGE	Dell PowerEdge 2950	FairFax Image Server
LDR-TPC-ARCH	Dell PowerEdge 2850	Archive Server
W2K-ADTMP	Dell PowerEdge 1550	Domain Controller
Dell 10 Blade Chasis	(9) Dell PowerEdge 1955 Blades	Runs Virtual Center for Virtual Machines

## Virtual Machines running Vista Capture Applications

LDR-TPC-FFTEST	FairFax Test Server
Batch Balance/DCTV/Pitcher	Batch Balance/DCTV/Pitcher
Car	Car
Indexer	Indexer
ldr-tpc-2d	ldr-tpc-2d

ldr-tpc-ffprod  
ldr-tpc-pftest  
ndctv  
pwrenc  
Reform/Marr/Transmit  
Builder/Pitcher  
Sanity/Image Plus/Cleaner  
Sonar  
VSIndexer/Batch Balance Pay  
Test Apps Virtual Machine

ldr-tpc-ffprod  
ldr-tpc-pftest  
ndctv  
pwrenc  
  
Reform/Marr/Transmit Builder/Pitcher  
Sanity/Image Plus/Cleaner  
Sonar  
VSIndexer/Batch Balance Pay  
Test Apps Virtual Machine

### **Storage/Tape Library/KVM**

EMC CX-500 DAE  
EMC CX-500 DAE  
EMC CX-500 DAE  
EMC CX-500 DPE  
Dell PowerVault 136T  
Keyboard / monitor (KVM)

SAN Enclosure  
SAN Enclosure  
SAN Enclosure  
SAN  
Tape Library  
KVM for control of racked servers

## APPENDIX D

### REPORT EXAMPLES

Reports are generated by selecting a report type; enter certain criteria such as a date range, batch number, DLN. SQL statements are used to compile the data from the appropriate production or archival database. All reports must be available from both databases.

To help the Proposer determine the scope of the effort required, the reports have been broken down into the following categories:

#### 1. Audit Reports

Reports that provide data needed for audit trails, bank reconciliation, validation, .

#### 2. Operational Reports

Reports that show operator performance statistics

#### 3. Performance Reports

Reports that show speed, times between processes, etc

#### 4. Workflow Reports

Reports that show where data is within the system

Data Type	Report Name	Summary of report	Sample Fields Retrieved
Audit	Batch Status: Money	Totals for all active money batches	Batch Number, Batch Date, Tax Type, Batch Dollar Amount, Batch Type
Audit	Batch Status: No Money	List of all active non-money batches	Batch Number Batch Date Tax Type
Audit	Deleted Batches	List of all current deleted batches	Batch Number, Batch Date Delete Status Code Status Description, Delete Date, Operator ID
Statistical	OpStats - Keying by App	Operator statistics for selected application by form type with operator daily totals, operator overall totals and final totals. Include sort parameters for keying applications and operator.	User Name, Date Total Transactions (+ totals) ,Total Hours (+ totals), Number sent to KW (+ totals), Total Keystrokes (+ totals), Form Type, Keystrokes per Hour (+ totals), Transactions per Hour (+

<b>Data Type</b>	<b>Report Name</b>	<b>Summary of report</b>	<b>Sample Fields Retrieved</b>
			totals)
Statistical	OpStats - Keying by Time	Operator process time.	User Name, Date, Application, Start Time, End Time, Total Time, Idle Time in Application, Idle Time Between Applications, Indicator for greater than 5 minutes, Indicator for less than 6.5 hours of total time
Audit	Batch Detail –All Types	Details for every document within every current batch (for selected batch number and date range). Include summary option and sort parameters for checks or returns in selected batches.	Batch Number, Batch Date Mail Date, Rec. Type, Taxpayer ID, DLN, Batch Type (Batch/Tax Type Number), Transaction Number, Document Amount (+ Batch Totals)
Audit	Daily Collections Summary	Summary report of funds deposited, listed alphabetically by tax type	Revenue Type, Deposit Date, Batch Number, Agency, Sub Revenue, Origin, Revenue Source, Reporting Category, Revenue Code, Amount (+ Totals by Revenue Type)
Audit	Daily Collections	Report of funds deposited, listed alphabetically by tax type	Revenue Type, Deposit Date, Batch Number, Agency, Sub Revenue, Origin, Revenue Source Reporting Category, Revenue Code, Amount (+ Totals by Revenue Type)
Audit	Daily Collections Posting	Report of output status for funds deposited, listed alphabetically by tax type. An interactive application is used to update the report.	Deposit Date, Batch Number, Scan Batch Number, RPC Payment Count, RPC Deposit Amount, Gentax Posted Payment Count, Gentax Posted Amount, Exception

<b>Data Type</b>	<b>Report Name</b>	<b>Summary of report</b>	<b>Sample Fields Retrieved</b>
			Value, Payment Group
Audit	Daily Deposit Recap	Deposit and Check summary, for selected deposits, by day	Deposit Date, Deposit Number, Deposit Amount (+ daily totals), Check Amount (+ daily totals)
Audit	Deletion Pull By Delete Date	Pull list for current documents that have been deleted from the system, grouped by batch, in delete date order.	Tax Type (Tax/Batch Type Number), DLN, Batch Type (“Return Only” or “Check and Return”), Image Status, Batch Number, Taxpayer ID Check Amount (+ batch subtotals + batch type subtotals), Mail Date
Audit	Deposit Master Lister Multis	‘Multis’ batch master listing	Taxpayer Account Number, Document Amount (+ batch totals), Check Amount (+ batch totals), DLN, Mail Date, Batch Number
Audit	Deposit Master Lister	‘Deposit’ batch master listing	Taxpayer ID, Mail Date, Tax Type (Tax/Batch Type Number), Document Amount (+ batch totals), Check Amount (+ batch totals), DLN, Batch Number, Deleted Check (Encoder Stop Flag), Deleted Return (UDF Deleted Flag)
Audit	Deposit Tax Code Detail	Detailed Listing of Deposits by batch number within revenue codes	Batch Type (Batch/Tax Type Number), Batch Number, Deposit Amount (+ totals by revenue code and by deposit date), Deposit Date, Checks Out (+ totals by revenue code and by deposit date), Deposit Number
Audit	Deposit Tax Code Summary	Deposit Summary by tax code by deposit date, plus grand totals	Tax Type Description, Checks Out, Deposit Amount (+ grand totals)
Audit	Master Lister Summary	Batch Summary	Mail Date, Document

<b>Data Type</b>	<b>Report Name</b>	<b>Summary of report</b>	<b>Sample Fields Retrieved</b>
			Amount, Check Amount, Batch Number, Machine Number, Deposit Date
Performance	Scanner – Log	List of Batches Processed on Scanner	Batch Type (Batch/Tax Type number), Batch Number, Scan Date, Start Time, End Time, Operator ID, Mail Date, Number of Documents, System
Audit	Scanner Log Posting	Report of output status for scanned batches, listed tax type. An interactive application is used to update the report.	Batch Type, Scan Batch Number, RPC Payment Count, Gentax Posted Payment Count, RPC Return Count, Gentax Posted Return Count, RPC Return Output Date, RPC Payment Output Date, Gentax Return Post Date, Gentax Payment Post Date, Exception Value, Comments/Responsible
Workflow	Batch Work Flow Incomplete Listing	Workflow report for current batches still in process. Include input parameters for specific batch request and tax type.	Status, Empty Check/Del Flag (DEL, CHK, ***), Batch Number, Scan Batch Number, Tax Type (Tax/Batch Type Number), Mail Date, Transaction Count, Deleted Returns, Deleted Checks, Job Type, Payment Handshake Bad, Payment output date, Return Handshake Bad, Return output date, Image Plus Output Date, Initials
Workflow	Delete Statistics Summary by Operator	Statistics for deleted items by operator. Include input parameters for delete reason and operator.	Month , Total Transactions, User Name, Delete Count, Percentage of Total, Transactions
Workflow	Delete Tracking Table Status	Status of the entries in the DeleteTracking Table	Who Assigned , Count
Workflow	Gentax Calculated Errors Summary by Field	List the udf fields that Gentax recalculated for posting	Month , Total Transactions, UDF Field and Form ID,

<b>Data Type</b>	<b>Report Name</b>	<b>Summary of report</b>	<b>Sample Fields Retrieved</b>
			Status (Not worked), Count, Percentage of Total Transactions
Workflow	Gentax Calculated Errors Summary by Responsible Group	List who was responsible for udf fields that Gentax recalculated for posting	Month , Total Transactions, Responsible Person or Group, Count, Percentage of Total Transactions
Audit	Gentax Calculated Errors Tracking Table Status	Status of the entries in the DeleteTracking Table	Who Assigned , Count
Audit	Missing Items	List of transactions that have the Stop Flag set	Reason (*** REJECTED*** if Stop Flag set), Batch Number, DLN, Amount, Deposit Date, Deposit Number
Audit	Delete Percentages	Percentages of delete reason for a given time period from the Delete Tracking Table	Delete Code , Delete Reason Count, Percent of Total
Performance	Scanner – Machine Statistics	Detailed scan batch statistics ordered by scanner, scan date, job and operator	Machine (Scanner) ID, Scan Date, Scan Job Name, Operator, Batch Number, Start Time, Elapsed Time, Idle Time, % Idle Time, Number of Stops, Jam Time, % Jam Time, Number of Jams, Total Document Count, Rejected Document Count, Accept Rate, Documents per Hour
Performance	Scanner – Log Summary All Scanners (All Jobs)	Detailed scan batch statistics ordered by scanner and job. Include input parameters for job selection and operator.	Machine (Scanner) ID, Scan Job Name, Operator, Total Batches , Total Transactions, Total Document Count, Overall Accept Rate, CAR Accept Rate, Total Time ,Run Time, Idle Time, Jam Time, Transactions per Hour, Pages per Hour
Performance	Scanner Statistics Information by Operator	Detailed scan batch statistics ordered by	Operator, Scan Job Name, Machine (Scanner) ID,



<b>Data Type</b>	<b>Report Name</b>	<b>Summary of report</b>	<b>Sample Fields Retrieved</b>
		Operator, job, scanner, scan date	Number of Batches, Transaction Count, Total Time, Active Time, Jam Time, Idle Time, Pages per Hour, Transactions per Hour
Performance	Scanner Statistics Information Summary by Operator	Summary scan batch statistics ordered by Operator, job, scanner, scan date. Include input parameter for scan date.	Operator, Number of Batches, Transaction Count, Total Time, Active Time, Jam Time, Idle Time, Pages per Hour, Transactions per Hour
Performance	Scanner Time by Scanner	Summary scan batch statistics ordered by Operator and Scan date	Operator, Batch Name, Job Name, Log Date, Start time, End Time, Scan Time, Process Time, Flagged for Greater than 5 minutes, Indicator for less than 6.5 hours
Performance	Scanner Time by Operator	Running operator time	Operator, Batch Name, Job Name, Log Date, Start time, End Time, Scan Time, Process Time, Flagged for Greater than 5 minutes, Indicator for less than 6.5 hours
Performance	2D Read Rate	2D read rates for all scanners	Batch Number, Scan Batch Number, Total 2D Documents, Total 2D Good Reads, Percent of Good Reads
Performance	Application Owner by Batch Number	List Operator ID for Keying for each Transaction with in a batch. Include input parameters for batch number or transaction number selection(s).	Batch Number, Scan Batch Number, Transaction Number, Job Name, Scanner Operator ID, Form ID Operator, Deposit Critical Operator, Verify Operator, Knowledge Worker Operator, Hard Edits Operator, Supervisor Delete Review Operator, Dummy Account Review Operator, Address Change

<b>Data Type</b>	<b>Report Name</b>	<b>Summary of report</b>	<b>Sample Fields Retrieved</b>
			Operator
Statistical	All Outstanding Report by Mail Date Detail	Listing of all batches currently in the system for each mail date. Include input parameters for tax type and image status.	Mail Date, Tax Type, DLN, Batch Number, Image Status, Count
Statistical	All Outstanding Report by Mail Date Summary	Summary of all batches currently in the system for each mail date. Include input parameters for tax type and image status.	Mail Date, Tax Type, Image Status, Count
Statistical	Image Output Report	Listing of all Images sent to GenTax use several different input parameters.	Date Range, DLN, Tax Type, Transaction Count, Image Count, Average Number of Images/Transactions
Statistical	Image Output Exception/Reconciliation Report	Listing of all Images sent to GenTax.	Batch Number, Scan Date, Image Sent Date (RPC) Vista Image Count, GenTax Pickup Date, GenTax Image Posting Date, Exceptions/Comment, An interactive application is used to update the report to reflect variances within the RPC and GenTax counts.
Performance	Benchmark	Tax Express Performance Detail by Batch. Include summary report of average performance for all batches in a date range.	Batch Number, Tax Type (Tax/Batch Type Number), Mail Date, Batch Date, Scan Date, Deposit Date, Pay Out Date, Return Out Date, # Days Mail to Deposit, # Days Mail to Output
Audit	Check Amount Errors	Errors on Encoding Checks	DLN, Batch Number, Initial Check Amount, Keyed Check Amount, User ID (00Ever = change in the EVER application) When Keyed in Deposit Critical

<b>Data Type</b>	<b>Report Name</b>	<b>Summary of report</b>	<b>Sample Fields Retrieved</b>
Audit	Daily Payment Output Detail	End of Day Batch Payment Details	Batch Number, Return Transmitted, Batch Type (Batch/Tax Type Number), Payment Counts (+ batch type totals)
Audit	Daily Payment Output	End of Day Batch Payment Daily Summary	Payment Transmitted Date, Batch Type (Batch/Tax Type Number), Payment Count (+ daily totals)
Audit	Daily Return Output Detail	End of Day Batch Return Details	Batch Number, Return Transmitted, Batch Type (Batch/Tax Type Number), Return Count (+ totals)
Audit	Daily Return Output	End of Day Batch Returns Daily Summary	Return Transmitted Date, Batch Type (Batch/Tax Type Number), Return Counts (+ totals)
Performance	Days to Deposit from Mail Date	Tax Express Performance – Mail to Deposit. Include input parameters for mail date, scan date, and a summary of days to deposit for all transactions within a date range.	Deposit Date, Working Days (deposit date - mail date), Number of Items ( $\Sigma$ Good Checks), Amount Deposited ( $\Sigma$ Good Checks), Item Percentage (Items / $\Sigma$ Items), Amount Percentage (Amount / $\Sigma$ Amount)
Performance	Days to Output from Mail Date	Days to Output from Mail Date Summary. Include input parameters for mail date, scan date, and a summary of days to output for all transactions within a date range.	Output Date (Pass 1 or Pass 2 date), Days (Mail Date - Output Date), Number of Items ( $\Sigma$ Payments), Amount Deposited ( $\Sigma$ Good Checks), Percentage (Items / $\Sigma$ Items)
Performance	Days to Scan Date from Mail Date	Days to Scan Date from Mail Date Summary	Scan Date, Days (Mail Date – Scan Date), Number of Items ( $\Sigma$ Payments), Amount Deposited ( $\Sigma$ Good Checks), Percentage (Items / $\Sigma$ Items)
Audit	Location (RPC Received Date Report)	Report on item(s) received from outside the Agency	Scan Batch Number, Location, Tax Type (Tax/Batch Type Number), Transaction Count, Total

<b>Data Type</b>	<b>Report Name</b>	<b>Summary of report</b>	<b>Sample Fields Retrieved</b>
			Amount, Mail Date, Received Date
Performance	Benchmark by Mail Date	Batch Process Time Benchmarks, sorted by Mail Date	Batch Number, Tax Type (Tax/Batch Type Number), Batch Date, Scan Date, Deposit Date, Pay Out Date, Return Out Date, Days from Mail to Deposit, Days from Mail to Output to Mainframe
Performance	Days to Deposit Summary by Tax Type	Tax Express Performance – Mail to Deposit by Tax Type	Working Days (Deposit Date – Mail Date), Number of Items ( $\Sigma$ Good Checks), Amount Deposited ( $\Sigma$ Good Checks), Item Percentage (Item / $\Sigma$ Item), Amount Percentage (Amount / $\Sigma$ Amount)
Performance	Empty Batches	Listing of current batches where all checks and/or all returns have been deleted	Batch Number, Return Count, Deleted Return Count, Check Counts, Deleted Check Count
Audit	Supervisor Delete Review	Supervisor Delete Review Report	Batch Number , DLN, Delete Application, Action Taken, Delete Operator, Reviewed Supervisor, Delete Reason, Comments

## APPENDIX E

### SAMPLE UDF FILE LAYOUT

#### Sales Tax Return UDF Format 2008

The **Fixed format** of the header portion of the record is **65 Bytes Long** and is as follows:

Where,

Record Identifier	Record Type	Segment Number	Total Number of Segments	Document Type	Batch Identifier	Processing Date	Parameter Length
6 Bytes	4 Bytes	2 Bytes	2 Bytes	6 Bytes	15 Bytes	26 Bytes	4 Bytes
000001	Init	1	1	Batch Header	15 bytes	Timestamp	4 (4.0)
000002	Init	1	2	Return	15 bytes	Timestamp	4 (4.0)
000003	Cont	2	2	Return	15 bytes	Timestamp	4 (4.0)
000004	Init	1	1	Payment	15 bytes	Timestamp	4 (4.0)

**Record Identifier -**

Identifies the chronological record within a transmission. Attribute length, 6.0 numeric and positive.

**Record Type -**

Identifies the type of record. Valid record types are initial and continuation. Logical records may require multiple physical records to supply all of the data. Continuation records will supply the rest of data for the building of a logical record. This is due to limitations of record lengths being transmitted to the mainframe. Depending on the method of transport, this attribute may not be required. Codes should be "INIT" for initial and "CONT" for continuations. Attribute length, 4 bytes alphanumeric.

**Segment Number –**

Identifies the physical record number of the group comprising the logical record. Attribute length 2.0 numeric and positive.

**Total Number of Segments –**

Identifies the total number of physical records comprising the logical record. Attribute length 2.0 numeric and positive.

**Document Type –**

Identifies the type of document. So far, documents types are batch headers, returns and payments. Codes should be "BATHDR" for batch headers, "RETURN" for returns and "PAYMNT" for payments. Attribute length, 6 bytes alphanumeric.

**Batch Identifier –**

Identifies the batch to which the document belongs. This should be the 15 byte numeric document serial number being supplied by Scan Optics.

***Processing Creation Time –***

Identifies the time the document is scanned by the Scan Optics system. The format should be the DB2 timestamp format, ccyy-mm-dd-hh.mm.ss.nnnnnn where,

**cc** - century

**yy** – year

**dd** – day

**hh** – hour

**mm** – minute

**ss** – second

**nnnnnn** - microsecond

***Parameter Length –***

Provides the length of the entire length, code and value parameter list (variable portion of the record).

The maximum allowable parameter length is 23403. If the record contains more data than 23403 bytes, a continuation record must be created.

The **Batch Header** variable portion of the universal form records will be represented in length, code and value format. **The Batch Header portion is 62 bytes long.** The following is a list of the data items identified as needing to be represented in Parameter length(4 bytes long (This 4 bytes represents the total length: of the Parameter length + UDF Code + the Value of the UDF Code), UDF Code(4 bytes long) and Value of the UDF Code(varies according to the length of Code itself).

Code	Size	Description	Valid Values
0010	5 (5.0)	Number of Returns in the Batch	Numeric and not negative
0020	5 (5.0)	Number of Payments in the Batch	Numeric and not negative
0030	5 (5.0)	Total Number of Documents in the Batch	Numeric and not negative
0040	15 (13.2)	Total Amount of Money in the Batch	Numeric and not negative

Each record will contain the header portion that was defined in the beginning of this document. Additional attributes of the record will be defined in length, code and value structure. The structure is as follows:

**LLLLCCCCVVVVV,**

Where,

**LLLL** is the length of the parameter. The length of the length component of the parameter is included in the overall length. The length component of the parameter is defined in four bytes.

**CCCC** is the code that identifies the attribute. The code component of the parameter is defined in four bytes. The code identifier defines the value profile (numerics, date, etc) and description.

**VVVVV** is the actual attribute value. The length of the value component of the parameter is variable. An example of an individual taxpayer identifier parameter would be structured as:

**00171020123456789**

**0017** is the overall parameter length

**1020** is the code identifying individual taxpayer identifier

**123456789** is the value of the individual taxpayer identifier

**LA. 2007 Sales Tax Return (R-1029)**  
**4710 Pre-Printed Booklet**

<b>Code</b>	<b>Size</b>	<b>Description</b>	<b>Filing</b>	<b>Valid Values</b>
1000	4(4.0)	Form Identifier	Payment/Return	As defined in documentation: 4710 Pre-printed vendor
1010	10(10.0)	Business Taxpayer Identifier	Payment/Return	Rev. Account #, Numeric > 0
1040	8(Date)	Sales Tax Period	Payment/Return	CCYYMMDD
1050	8(Alpha)	Tax Type + (Money on Document Identifier, "M")	Payment/Return	"LGST" (Louisiana General Sales Tax return no-money). "LGSTM" (Louisiana General Sales Tax Return Money)
1055	8(Date)	Post Marked Date	Payment/Return	CCYYMMDD
1060	8(Date)	Mail Date	Payment/Return	CCYYMMDD
1080	3(3.0)	Scan Line Batch Type	Payment/Return	Batch Type for Non-System Taxes
1013	6 (6.0)	U.S. NAICS Code	Return	Numeric and Not Negative

**Line 1 Starts Here**

3165	13(11.2)	Line 1 -- Gross Sales of tangible personal property	Return	Numeric and Not Negative
3170	13(11.2)	Line 2 -- Cost of tangible personal property	Return	Numeric and Not Negative
3175	13(11.2)	Line 3 -- Leases, rentals, and services	Return	Numeric and Not Negative
3180	13(11.2)	Line 4 -- Total (Lines 1 through 3)	Return	Numeric and Not Negative
3185	13(11.2)	Line 5 -- Total Allowable deductions	Return	Numeric and Not Negative
3190	13(11.2)	Line 6 -- Amount taxable (Line 4 - Line 5)	Return	Numeric and Not Negative
3195	13(11.2)	Line 7 -- Tax Due (Multiply Line 6 by 4%)	Return	Numeric and Not Negative
3200	13(11.2)	Line 8 -- Excess tax collected	Return	Numeric and Not Negative
3205	13(11.2)	Line 9 -- Total (Add Line 7 and Line 8)	Return	Numeric and Not Negative
3210	13(11.2)	Line 10 -- Vendor's compensation (1.1% of line 9)	Return	Numeric and Not Negative
3215	13(11.2)	Line 11 -- Gross Tax Due (Line 9 - Line 10)	Return	Numeric and Not Negative
3220	13(11.2)	Line 12 -- Sales tax credit, Purchases (4%)	Return	Numeric and Not Negative
3225	13(11.2)	Line 12 -- Tax paid on purchases for resale	Return	Numeric and Not Negative
3255	13(11.2)	Line 12A -- Register reprogramming credit	Return	Numeric and Not Negative
3260	13(11.2)	Line 13 -- Net Tax Due	Return	Numeric
4200	13(11.2)	Line 13A -- Donation to Military Family Assistance Fund	Return	Numeric and Not Negative
3020	13(11.2)	Line 14 -- Penalty (from Taxpayer)	Return	Numeric and Not Negative
3030	13(11.2)	Line 15 -- Interest (from Taxpayer)	Return	Numeric and Not Negative
3040	13(11.2)	Line 16 -- Total Tax, Penalty, and Interest	Return	Numeric
3265	13(11.2)	Line 17 -- Overpayment to be Refunded	Return	Numeric and Not Negative

**Allowable Deductions – Schedule A**  
**4711 Pre-Printed Booklet**

3440	13(11.2)	Line 18 -- Intrastate telecom services	Return	Numeric and Not Negative
3445	13(11.2)	Line 19 -- Interstate telecom services	Return	Numeric and Not Negative
3452	13(11.2)	Line 20A -- Electricity and natural gas for other than residential purposes.	Return	Numeric and Not Negative
3453	13(11.2)	Line 20B -- Steam and bulk or utility water used for other than residential purposes.	Return	Numeric and Not Negative
3454	13(11.2)	Line 20c -- Electric power or energy used by paper or wood products manufacturing facilities.	Return	Numeric and Not Negative
3467	13(11.2)	Line 21 -- Prepaid Telephone Cards	Return	Numeric and Not Negative



<b>Code</b>	<b>Size</b>	<b>Description</b>	<b>Filing</b>	<b>Valid Values</b>
3485	13(11.2)	Line 22 -- Sales/purchases/leases/rentals of manufacturing machinery or equipment.	Return	Numeric and Not Negative
3470	13(11.2)	Line 23 -- Repairs to property delivered to another state	Return	Numeric and Not Negative
3475	13(11.2)	Line 24 -- Sales of certain farm equipment.	Return	Numeric and Not Negative
3310	13(11.2)	Line 25 -- Tangible personal property sold for lease or rental	Return	Numeric and Not Negative
3305	13(11.2)	Line 26 -- Sales to US Government and LA state and local Government agencies	Return	Numeric and Not Negative
3320	13(11.2)	Line 27 -- Prescription drugs and medical properties	Return	Numeric and Not Negative
3365	13(11.2)	Line 28 -- Sales of food for home consumption	Return	Numeric and Not Negative
3385	13(11.2)	Line 29 -- Electricity, natural gas, bulk water, and all other fuels for residential use	Return	Numeric and Not Negative
3480	13(11.2)	Line 30 -- Sales in interstate commerce	Return	Numeric and Not Negative
3340	13(11.2)	Line 31 -- Sales to registered wholesalers	Return	Numeric and Not Negative
3315	13(11.2)	Line 32 -- Cash discounts, sales returns and allowances	Return	Numeric and Not Negative
3345	13(11.2)	Line 33 -- Other totally tax-exempt sales	Return	Numeric and Not Negative
3350	13(11.2)	Line 34 -- Add Lines 18 through 33	Return	Numeric and Not Negative

**Military Family Assistance Fund Worksheet**

4201	13(11.2)	Line 35A -- Donation From Vendor's Comp	Return	Numeric and Not Negative
4202	13(11.2)	Line 35B -- Donation in Addition to Tax Due	Return	Numeric and Not Negative
4203	13(11.2)	Line 35C -- Donation of Refund	Return	Numeric and Not Negative
4204	13(11.2)	Line 35 -- Total Donation to Military Fund	Return	Numeric and Not Negative

**Address Change Information**

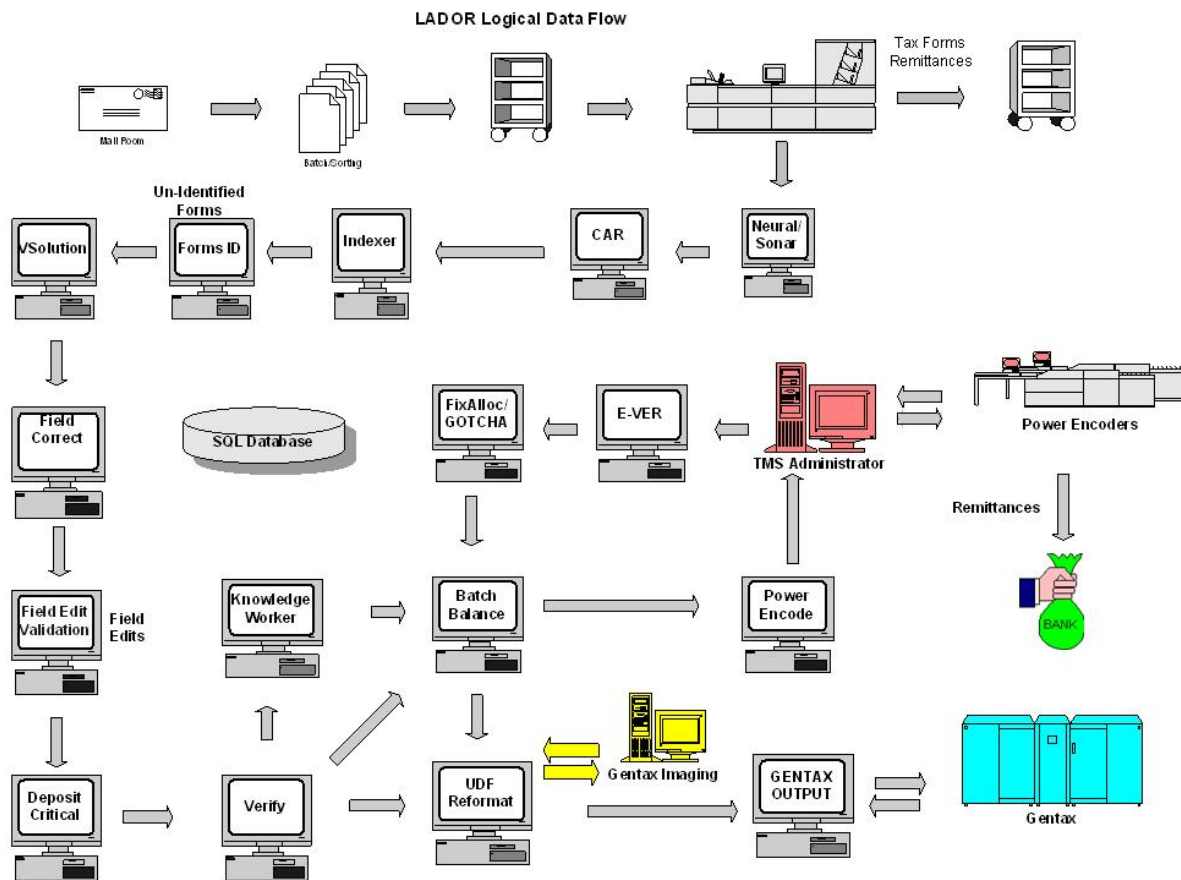
7000	Up to 50 alpha	Owner or Individual Name Change Information	Payment/Return	Supplied by taxpayer
7010	Up to 50 alpha	Trade Name Change Information	Payment/Return	Supplied by taxpayer
7060	Up to 35 alpha	Mailing Street Address Change Information	Payment/Return	Supplied by taxpayer
7070	Up to 35 alpha	Mailing City Change Information	Payment/Return	Supplied by taxpayer
7080	2 (Alpha)	Mailing State Change Information	Payment/Return	Valid Postal Abbreviation for States
7090	9(9.0)	Mailing Zip Code Change Information	Payment/Return	Supplied by taxpayer
7020	Up to 35 Alpha	Location Street Address Change Information	Payment/Return	Supplied by taxpayer
7030	Up to 25 Alpha	Location City Change Information	Payment/Return	Supplied by taxpayer
7040	2 (Alpha)	Location State Change Information	Payment/Return	Valid Postal Abbreviation for States
7050	9(9.0)	Location Zip Code Change Information	Payment/Return	Supplied by taxpayer

**Additional Information**

1091	10(Alpha a)	ID Number of Preparer	Return	Supplied by taxpayer
1100	1(Alpha)	Field Flag	Return	"F" for Field or Space
1070	8(Date)	Date Business Sold	Return	CCYYMMDD
1110	1(Alpha)	Amended Return	Return	"A" for Amended or Space

## APPENDIX F

### DATA FLOW DIAGRAM



**APPENDIX G****HIGH SPEED SCANNER JOB LISTING**

<b>Job Number</b>	<b>Description/Tax</b>
1	Central Registration
78	Inheritance Tax
79	Gift Tax
80	Closed Bankruptcy BNKCLS0
81	Bankruptcy Correspondence BNKCOR0
82	Bankruptcy Discharge BNKDSC0
83	Bankruptcy Dismissal BNKDSM0
84	Bankruptcy Miscellaneous BNKMIS0
85	Notice of Bankruptcy BNK3410
86	Bankruptcy Proof of Claim BNK5130
87	Field Services
110	Oil Detail Returns
112	Oil Severance
114	Oil Summary Returns No Money
115	Oil Incapable Applications
116	Oil Severance-8000-Image
117	Oil Incapable Return
119	Oil Incapable Return
120	Gas Details Return
122	Gas Severance
124	Gas Summary Returns No Money
125	Gas Incapable Applications
126	Gas Severance-8000-Image
127	Gas Monthly Return Incapable Well
129	Gas Monthly Return for Exempt Well
130	Plant Product Detail Returns
134	Plant Product Summary
135	Plant Reports
137	Plant Carbon Black Reports
142	Mineral Severance
144	Minerals Summary Returns No Money
146	Mineral Severance-8000-Image
150	Timber Details Return T1B
152	Timber Severance
154	Timber Summary Returns No Money
156	Timber Severance-8000-Image
184	Summary Positive/Negative Returns No Money
198	Sev PPSD-8000-Image
199	Sev Field Audit-8000-Image
208	Corp PPSD-8000-Image
209	Corp Field Audit-8000-Image

241	General Payments & Cancelled Refunds
244	No Money Returns
245	Tentative Refunds from Loss Carrybacks
282	Corp-8000-A/R
286	Corp-8000-Image
308	W/H PPSD-8000-Image
309	W/H Field Audit-8000-Image
341	Any Doc Other than L-1 or L-3
344	L-1 No Money
350	L-3 No Money
353	L-3 With Money
382	W/H-8000-A/R
386	W/H-8000-Image
408	Sales PPSD-8000-Image
409	Sales Field Audit-8000-Image
441	Money
443	Money Returns
444	No Money Returns
454	H/M No Money Return
462	Vehicle Rental
464	Automobile Rental No Money
466	Auto Rental-8000-Image
474	New H/M No Money
482	Sales-8000-A/R
486	Sales-8000-Image
494	NOEH No Money Return
504	TATR
514	Oilfield-Gas
516	Oilfield Gas-8000-Image
522	FT - Dist-Export-Blend
524	TATR
534	TATR
542	Oilfield Gas -8000-A/R
544	Oilfield Restoration Gas -Any return not a
552	Oilfield Oil-8000-A/R
554	Oilfield Restoration Oil - Any return not
562	FT - Importer
564	TATR
572	IND Income - Composite
574	Composite Partnership - No Money Return
582	Oilfield-Oil
584	Non-Resident Team Athlete - No Money Return
586	Oilfield Oil-8000-Image
594	TATR
600	Income - Discovery
604	Income -Bankruptcy

608	Income PPSD-8000-Image
609	Income Field Audit-8000-Image
614	Inc-8000-A/R
616	Income-8000-Image
650	Current Year Extension - No Money
654	Prior Year Refund
658	Prior Year - No Remittance, No tax
659	Prior Year Credit
660	Incomplete Returns
661	Accounts Receivable Payments
663	Current Year - Money
664	Current Year - Refund
668	Current Year No Remittance or No Tax
669	Current Year - Current to Next Year Tax
675	IMF – 341 Notice - Bankruptcy
676	IMF – Proof of Claim - Bankruptcy
677	IMF – Field Services - Bankruptcy
678	IMF – Miscellaneous - Bankruptcy
680	IMF – Closed - Bankruptcy
681	IMF – Correspondence - Bankruptcy
682	IMF – Discharge - Bankruptcy
688	Natural Disaster
689	IMF – Dismissal - Bankruptcy
702	Alcohol
704	Alcohol tax No Money Returns
706	Alcohol-8000-Image
707	Excise Field Audit-8000-Image
708	Excise PPSD-8000-Image
712	Beer
713	Beer Tax Money Returns
714	Beer Tax No Money Returns
716	Beer-8000-Image
722	Gasoline Dealer
724	Gasoline dealer No Money Return
726	Gasoline Dealer-8000-Image
732	Gasoline Jobber
734	Gasoline Jobber No Money Returns
736	Gasoline Jobber-8000-Image
742	Gasoline User
744	Gasoline User No Money Return
746	Gasoline User-8000-Image
752	Gasoline Refund
754	Gasoline Refunds - refunds Claims request
756	Gasoline Refund-8000-Image
762	Inspection & Supv.
764	Inspect.and Superv.Fee No Money

766	Insp/Suprv-8000-Image
772	Special Fuels Violations
776	Spec Fuels Viol-8000-Image
782	Special Fuels Decals
784	Special Fuels Decal - No Money
786	Spec Fuels Dealer-8000-Image
792	Hazardous Waste
794	Hazardous Waste no Money Returns
796	Haz Waste-8000-Image
802	Soft Drink Return
804	Soft Drink Return No Money Returns
805	F/T Fuel Floor Stock
806	Soft Drink-8000-Image
812	Soft Drink Permit
816	Soft Drink Wh/SL Permit-8000-Image
822	Special Fuel Supplier
824	Special Fuels Supplier No Money Returns
826	Spec Fuels Supp-8000-Image
832	Special Fuel User-8000-A/R
834	Special Fuel User
836	Spec Fuels User-8000-Image
842	Tobac-8000-A/R
844	Tobac-8000-coor
846	Tobac-8000-Image
852	Tobacco Stamp
854	Tobacco Tax Stamp Invoice - No Money
856	Tobac Stamp Inv-8000-Image
862	Tobacco Meter
864	Tobacco Meter Stamp - No Money
866	Tobac Tax Meter-8000-Image
870	F/T Distributor/Exporter/Blender
872	Tobacco Permit
874	Tobacco tax WholeSale Permit No Money
876	Tobac Wh/SL Permits-8000-Image
882	Transportation Communications-8000-A/R
884	Transp.& Comm.Util.tax No Money rets.
886	Trans/Comm-8000-Image
892	Special Fuel Refund
894	Special Fuels Refund - No Money returns
896	Spec Fuels Refund-8000-Image
904	TATR
912	IFTA Application-8000-A/R
914	International Fuel Tax Agrem.App.No Money
916	IFTA App-8000-Image
922	IFTA Decal-8000-A/R
924	IFTA Decals No Money returns

926	IFTA Decal-8000-Image
932	IFTA Report-8000-A/R
934	IFTA Returns - No Money Returns
936	IFTA Report-8000-Image
941	IFTA Money From Other States
952	Retail Alcoholic Beverage-8000-A/R
954	Retail Alcoholic Beverage No Money returns
956	Retail Alco Bev-8000-Image
960	Alcohol
961	Beer
962	Corporation
963	Gas Dealer
964	Gas Jobber
965	Gas Refund
966	Gas User
967	Hazardous Waste
969	Inspection & Supervision
970	Oilfield Gas
971	Oilfield Oil
972	Retail Alcohol Beverage
973	Soft Drink Permit
974	TATR
975	Special Fuel Decal
976	Special Fuel Return
977	Special Fuel Supplier
978	Special Fuel User
979	Special Fuel Violations
980	Sales
981	Tobacco Meter
982	Tobacco Permit
983	Tobacco Return
984	TATR
985	Transportation & Communications
986	Vehicle Rental
987	Withholding
988	IFTA
989	Severance Oil
990	Severance Gas
991	Severance Minerals
992	Severance Timber
994	S/O 8000 Duplicate Job
995	S/O 8000 Duplicate Job
996	S/O 8000 Duplicate Job
997	S/O 8000 Duplicate Job
998	Mixed Tax Type No Money

## APPENDIX H

### Calendar Year 2007 Processing Volumes

Tax	Item	Type	Keyed	Scanned	Total
Automobile Rental, Payments	Period Pymt (1901)	Money	25	20	45
Automobile Rental, Payments	Rtn Pymt (Auto)	Money	1,009	327	1,336
Automobile Rental, Payments	9321 Rtn Vch	Money	16	20	36
<b>3 Rows</b>			<b>1,050</b>	<b>367</b>	<b>1,417</b>
Automobile Rental, Returns	Automobile Rental	Money	967	327	1,294
Automobile Rental, Returns	Automobile Rental	No Money	135	642	777
<b>2 Rows</b>			<b>1,102</b>	<b>969</b>	<b>2,071</b>
Corporation Income & Franchise, Payments	Declaration Payment	Money	180	19,762	19,942
Corporation Income & Franchise, Payments	Audit Pymt (9301)	Money	19	282	301
Corporation Income & Franchise, Payments	9321 Rtn Vch	Money	1,242	2,148	3,390
Corporation Income & Franchise, Payments	Audit Escrow Payment (9341)	Money	5	0	5
Corporation Income & Franchise, Payments	Rtn Pymt (IIF)	Money	0	1	1
Corporation Income & Franchise, Payments	Trustee Pymt (9331)	Money	17	20	37
Corporation Income & Franchise, Payments	Rtn Pymt (CIF)	Money	3,236	81,217	84,453
Corporation Income & Franchise, Payments	Extension Payment	Money	100	12,963	13,063
Corporation Income & Franchise, Payments	Period Pymt (1901)	Money	4,084	29,618	33,702
<b>9 Rows</b>			<b>8,883</b>	<b>146,011</b>	<b>154,894</b>
Corporation Income & Franchise, Returns	Corporate Extension To File	Money No	268	12,968	13,236
Corporation Income & Franchise, Returns	Insurance Refund	Money No	0	875	875
Corporation Income & Franchise, Returns	Corporate Extension To File	Money No	96	5,998	6,094
Corporation Income & Franchise, Returns	Tentative Refund Request	Money	626	0	626
Corporation Income & Franchise, Returns	Corporation & Franchise	Money No	3,317	80,892	84,209
Corporation Income & Franchise, Returns	Corporation & Franchise	Money	1,312	58,535	59,847
<b>6 Rows</b>			<b>5,619</b>	<b>159,268</b>	<b>164,887</b>
Excise - Alcohol, Payments	Period Pymt (1901)	Money	7	5	12
Excise - Alcohol, Payments	Rtn Pymt (Alcohol)	Money	53	0	53
Excise - Alcohol, Payments	9321 Rtn Vch	Money	6	219	225
<b>3 Rows</b>			<b>66</b>	<b>224</b>	<b>290</b>
Excise - Alcohol, Returns	Excise Alcohol	No Money	258	0	258
Excise - Alcohol, Returns	Excise Alcohol	Money	257	0	257
<b>2 Rows</b>			<b>515</b>	<b>0</b>	<b>515</b>
Excise - Beer, Payments	Period Pymt (1901)	Money	14	5	19
Excise - Beer, Payments	9321 Rtn Vch	Money	1	74	75
<b>2 Rows</b>			<b>15</b>	<b>79</b>	<b>94</b>
Excise - Beer, Returns	Excise Beer	Money	83	0	83
Excise - Beer, Returns	Excise Beer	No Money	436	0	436
<b>2 Rows</b>			<b>519</b>	<b>0</b>	<b>519</b>
Excise - Dyed Diesel Violation, Payments	Period Pymt (1901)	Money	0	7	7
<b>1 Row</b>			<b>0</b>	<b>7</b>	<b>7</b>
Excise - Gas Dealer, Payments	Period Pymt (1901)	Money	3	4	7
Excise - Gas Dealer, Payments	9321 Rtn Vch	Money	0	2	2
<b>2 Rows</b>			<b>3</b>	<b>6</b>	<b>9</b>
Excise - Gas Dealer, Returns	Excise Gas Dealer	Money	1	0	1



Excise - Gas Dealer, Returns	Excise Gas Dealer	No Money	59	0	59
<b>2 Rows</b>			<b>60</b>	<b>0</b>	<b>60</b>
Excise - Gas Jobber, Payments	Period Pymt (1901)	Money	4	0	4
<b>1 Row</b>			<b>4</b>	<b>0</b>	<b>4</b>
Excise - Gas Jobber, Returns	Fuel Tax Gas Refund	No Money	1	0	1
<b>1 Row</b>			<b>1</b>	<b>0</b>	<b>1</b>
Excise - HZ Waste, Payments	Audit Pymt (9301)	Money	0	1	1
Excise - HZ Waste, Payments	Period Pymt (1901)	Money	6	21	27
Excise - HZ Waste, Payments	Rtn Pymt (Hazardous Waste)	Money	4	0	4
Excise - HZ Waste, Payments	9321 Rtn Vch	Money	0	75	75
<b>4 Rows</b>			<b>10</b>	<b>97</b>	<b>107</b>
Excise - HZ Waste, Returns	Excise Hazards Waste	Money	76	0	76
Excise - HZ Waste, Returns	Excise Hazards Waste	No Money			
		Money	737	0	737
<b>2 Rows</b>			<b>813</b>	<b>0</b>	<b>813</b>
Excise - Insp/Supv, Payments	9321 Rtn Vch	Money	94	3,307	3,401
Excise - Insp/Supv, Payments	Rtn Pymt (Insp & Sup)	Money	426	0	426
Excise - Insp/Supv, Payments	Period Pymt (1901)	Money	291	262	553
<b>3 Rows</b>			<b>811</b>	<b>3,569</b>	<b>4,380</b>
Excise - Insp/Supv, Returns	Insp & Sup	No Money	674	0	674
Excise - Insp/Supv, Returns	Excise Tans & Comm	No Money			
		Money	1	0	1
Excise - Insp/Supv, Returns	Insp & Sup	Money	3,666	0	3,666
<b>3 Rows</b>			<b>4,341</b>	<b>0</b>	<b>4,341</b>
Excise - SF Decal, Payments	Period Pymt (1901)	Money	32	12	44
Excise - SF Decal, Payments	Rtn Pymt (Special Fuels Decal)	Money	111	0	111
Excise - SF Decal, Payments	9321 Rtn Vch	Money	0	109	109
<b>3 Rows</b>			<b>143</b>	<b>121</b>	<b>264</b>
Excise - SF Decal, Returns	Excise SF Decal	Money	208	0	208
Excise - SF Decal, Returns	Excise SF Decal	No Money			
		Money	55	0	55
<b>2 Rows</b>			<b>263</b>	<b>0</b>	<b>263</b>
Excise - SF Supplier, Payments	Rtn Pymt(SFSupplier)	Money	1	0	1
Excise - SF Supplier, Payments	Audit Pymt (9301)	Money	0	4	4
Excise - SF Supplier, Payments	9321 Rtn Vch	Money	0	3	3
Excise - SF Supplier, Payments	Period Pymt (1901)	Money	6	8	14
<b>4 Rows</b>			<b>7</b>	<b>15</b>	<b>22</b>
Excise - SF Supplier, Returns	Excise SF Supplier	Money	1	0	1
Excise - SF Supplier, Returns	Excise SF Supplier	No Money			
		Money	74	0	74
Excise - SF Supplier, Returns	Fuel Tax Supplier	No Money			
		Money	3	0	3
<b>3 Rows</b>			<b>78</b>	<b>0</b>	<b>78</b>
Excise - Tobacco, Payments	Period Pymt (1901)	Money	198	565	763
Excise - Tobacco, Payments	Pymt (DD Stamp Invoice)	Money	7	0	7
Excise - Tobacco, Payments	Pymt (Permit)	Money	0	2	2
Excise - Tobacco, Payments	9321 Rtn Vch	Money	7	605	612
Excise - Tobacco, Payments	Audit Pymt (9301)	Money	0	32	32
Excise - Tobacco, Payments	Pymt (Stamp Invoice)	Money	13	389	402
Excise - Tobacco, Payments	Stamp Debit Device	Money	34	0	34
Excise - Tobacco, Payments	Rtn Pymt (Wholesale)	Money	21	0	21
<b>8 Rows</b>			<b>280</b>	<b>1,593</b>	<b>1,873</b>
Excise - Tobacco, Returns	Excise Tob Stamp Inv	No Money			
		Money	1,274	0	1,274
Excise - Tobacco, Returns	Excise Tob Stamp Inv	Money	403	0	403
Excise - Tobacco, Returns	Excise Tobacco Rtn	Money	590	0	590
Excise - Tobacco, Returns	Tob Wholesale Permit	No	2	0	2

		Money			
Excise - Tobacco, Returns	Excise Tobacco Rtn	No	736	0	736
		Money			
<b>5 Rows</b>			<b>3,005</b>	<b>0</b>	<b>3,005</b>
Excise - Trans/Comm, Payments	9321 Rtn Vch	Money	49	1,115	1,164
Excise - Trans/Comm, Payments	Rtn Pymt (Trans & Comm)	Money	200	0	200
Excise - Trans/Comm, Payments	Period Pymt (1901)	Money	137	127	264
<b>3 Rows</b>			<b>386</b>	<b>1,242</b>	<b>1,628</b>
Excise - Trans/Comm, Returns	Excise Tans & Comm	Money	1,272	0	1,272
		No			
Excise - Trans/Comm, Returns	Excise Tans & Comm	Money	1,013	0	1,013
<b>2 Rows</b>			<b>2,285</b>	<b>0</b>	<b>2,285</b>
Excise - Wine DS, Payments	Rtn Pymt (Alcohol DS)	Money	30	0	30
Excise - Wine DS, Payments	RN Pymt (Alcohol DS)	Money	64	118	182
Excise - Wine DS, Payments	Period Pymt (1901)	Money	6	5	11
Excise - Wine DS, Payments	App Pymt (Alcohol DS)	Money	3	70	73
Excise - Wine DS, Payments	9321 Rtn Vch	Money	0	684	684
<b>5 Rows</b>			<b>103</b>	<b>877</b>	<b>980</b>
Excise - Wine DS, Returns	Wines Renewal	No			
		Money	20	0	20
Excise - Wine DS, Returns	Wines Renewal	Money	106	0	106
		No			
Excise - Wine DS, Returns	Wines Application	Money	13	0	13
Excise - Wine DS, Returns	Wines DS	Money	699	0	699
		No			
Excise - Wine DS, Returns	Wines DS	Money	1,101	0	1,101
Excise - Wine DS, Returns	Wines Application	Money	100	0	100
<b>6 Rows</b>			<b>2,039</b>	<b>0</b>	<b>2,039</b>
FT-Aviation Fuel Dealer, Payments	9321 Rtn Vch	Money	0	1	1
FT-Aviation Fuel Dealer, Payments	Period Pymt (1901)	Money	0	4	4
<b>2 Rows</b>			<b>0</b>	<b>5</b>	<b>5</b>
FT-Aviation Fuel Dealer, Returns	Fuel Tax Aviation	No			
		Money	92	0	92
		No			
FT-Aviation Fuel Dealer, Returns	Excise Alcohol	Money	1	0	1
FT-Aviation Fuel Dealer, Returns	Fuel Tax Aviation	Money	1	0	1
<b>3 Rows</b>			<b>94</b>	<b>0</b>	<b>94</b>
FT-Diesel Refund, Payments	Period Pymt (1901)	Money	2	5	7
FT-Diesel Refund, Payments	Rtn (Special Fuels Refund)	Money	1	1	2
<b>2 Rows</b>			<b>3</b>	<b>6</b>	<b>9</b>
FT-Diesel Refund, Returns	Fuel Tax Gas Refund	No			
		Money	1	0	1
FT-Diesel Refund, Returns	Fuel Tax Diesel Refund	Money	1	0	1
		No			
FT-Diesel Refund, Returns	Fuel Tax Diesel Refund	Money	1,054	0	1,054
<b>3 Rows</b>			<b>1,056</b>	<b>0</b>	<b>1,056</b>
FT-Distrib/Export/Blender, Payments	9321 Rtn Vch	Money	0	149	149
FT-Distrib/Export/Blender, Payments	Period Pymt (1901)	Money	6	24	30
FT-Distrib/Export/Blender, Payments	Rtn Pymt (Distr/Exp/Blndr)	Money	11	0	11
<b>3 Rows</b>			<b>17</b>	<b>173</b>	<b>190</b>
FT-Distrib/Export/Blender, Returns	Distbr/Exp/Blndr	Money	137	0	137
		No			
FT-Distrib/Export/Blender, Returns	Distbr/Exp/Blndr	Money	2,195	0	2,195
<b>2 Rows</b>			<b>2,332</b>	<b>0</b>	<b>2,332</b>
FT-Gas Refund, Payments	Period Pymt (1901)	Money	1	0	1
<b>1 Row</b>			<b>1</b>	<b>0</b>	<b>1</b>
FT-Gas Refund, Returns	Fuel Tax Gas Refund	No			
		Money	512	0	512
		No			
FT-Gas Refund, Returns	Fuel Tax Diesel Refund	Money	3	0	3
<b>2 Rows</b>			<b>515</b>	<b>0</b>	<b>515</b>

FT-Importer, Payments	9321 Rtn Vch	Money	0	190	190
FT-Importer, Payments	Rtn Pymt (Importer)	Money	9	0	9
FT-Importer, Payments	Period Pymt (1901)	Money	6	24	30
<b>3 Rows</b>			<b>15</b>	<b>214</b>	<b>229</b>
FT-Importer, Returns	Fuel Tax Importer	Money	176	0	176
FT-Importer, Returns	Fuel Tax Importer	No Money	980	0	980
FT-Importer, Returns	Fuel Tax Supplier	No Money	27	0	27
<b>3 Rows</b>			<b>1,183</b>	<b>0</b>	<b>1,183</b>
FT-Interstate Motor Fuel User, Payments	9321 Rtn Vch	Money	0	4	4
FT-Interstate Motor Fuel User, Payments	Period Pymt (1901)	Money	14	2	16
FT-Interstate Motor Fuel User, Payments	Rtn Pymt(Interstate)	Money	2	0	2
<b>3 Rows</b>			<b>16</b>	<b>6</b>	<b>22</b>
FT-Interstate Motor Fuel User, Returns	FT Interstate User	Money	4	0	4
FT-Interstate Motor Fuel User, Returns	FT Interstate User	No Money	24	0	24
<b>2 Rows</b>			<b>28</b>	<b>0</b>	<b>28</b>
FT-Motor Fuel Backup Tax, Payments	9321 Rtn Vch	Money	0	4	4
<b>1 Rows</b>			<b>0</b>	<b>4</b>	<b>4</b>
FT-Motor Fuel Backup Tax, Returns	Fuel Tax Backup	Money	2	0	2
FT-Motor Fuel Backup Tax, Returns	Fuel Tax Backup	No Money	4	0	4
<b>2 Rows</b>			<b>6</b>	<b>0</b>	<b>6</b>
FT-Motor Fuel Floor Stock Tax, Payments	Period Pymt (1901)	Money	2	22	24
FT-Motor Fuel Floor Stock Tax, Payments	Rtn Pymt (FTFloorStock)	Money	1	0	1
FT-Motor Fuel Floor Stock Tax, Payments	9321 Rtn Vch	Money	0	10	10
<b>3 Rows</b>			<b>3</b>	<b>32</b>	<b>35</b>
FT-Motor Fuel Floor Stock Tax, Returns	Fuel Tax Floor Stock	No Money	54	0	54
FT-Motor Fuel Floor Stock Tax, Returns	Fuel Tax Floor Stock	Money	8	0	8
<b>2 Rows</b>			<b>62</b>	<b>0</b>	<b>62</b>
FT-Motor Fuel Transporter, Payments	9321 Rtn Vch	Money	0	3	3
FT-Motor Fuel Transporter, Payments	Period Pymt (1901)	Money	1	10	11
FT-Motor Fuel Transporter, Payments	Rtn Pymt (Transporter)	Money	8	0	8
<b>3 Rows</b>			<b>9</b>	<b>13</b>	<b>22</b>
FT-Motor Fuel Transporter, Returns	Fuel Tax Importer	No Money	2	0	2
FT-Motor Fuel Transporter, Returns	Fuel Tax Transporter	Money	7	0	7
FT-Motor Fuel Transporter, Returns	Fuel Tax Transporter	No Money	1,237	0	1,237
<b>3 Rows</b>			<b>1,246</b>	<b>0</b>	<b>1,246</b>
FT-Supplier, Payments	Rtn Pymt (Supplier/Permissive)	Money	11	0	11
FT-Supplier, Payments	9321 Rtn Vch	Money	0	133	133
FT-Supplier, Payments	Period Pymt (1901)	Money	0	15	15
<b>3 Rows</b>			<b>11</b>	<b>148</b>	<b>159</b>
FT-Supplier, Returns	Fuel Tax Supplier	No Money	1,309	0	1,309
FT-Supplier, Returns	Fuel Tax Supplier	Money	134	0	134
<b>2 Rows</b>			<b>1,443</b>	<b>0</b>	<b>1,443</b>
FT-Terminal Operator, Returns	Terminal Operator A	No Money	23	0	23
FT-Terminal Operator, Returns	Terminal Operator	No Money	288	0	288
<b>2 Rows</b>			<b>311</b>	<b>0</b>	<b>311</b>
General Suspense, Payments	General Suspense Pymt (9391)	Money	0	414	414
<b>1 Rows</b>			<b>0</b>	<b>414</b>	<b>414</b>
IFTA Jurisdiction, Payments	9321 Rtn Vch	Money	93	0	93
IFTA Jurisdiction, Payments	Jurisdiction Return	Money	168	392	560

<b>2 Rows</b>			<b>261</b>	<b>392</b>	<b>653</b>
IFTA, Payments	Escrow Payment	Money	1	0	1
IFTA, Payments	Period Pymt (1901)	Money	303	713	1,016
IFTA, Payments	EFT Rtn Pymt	Money	2	0	2
IFTA, Payments	Audit Escrow Payment (9341)	Money	1	0	1
IFTA, Payments	Application Pymt	Money	449	49	498
IFTA, Payments	9321 Rtn Vch	Money	202	3,306	3,508
IFTA, Payments	EFT Prd Pymt	Money	3	0	3
IFTA, Payments	Decal Pymt	Money	648	2,268	2,916
IFTA, Payments	Audit Pymt (9301)	Money	1	40	41
<b>9 Rows</b>			<b>1,610</b>	<b>6,376</b>	<b>7,986</b>
IFTA, Returns	IFTA	Money	3,450	0	3,450
		No			
IFTA, Returns	IFTA	Money	5,739	0	5,739
<b>2 Rows</b>			<b>9,189</b>	<b>0</b>	<b>9,189</b>
Individual Income - Composite, Payments	9321 Rtn Vch	Money	1	1,404	1,405
Individual Income - Composite, Payments	(Team) Rtn Pymt	Money	3	0	3
Individual Income - Composite, Payments	(Team) Extension Payment	Money	2	0	2
Individual Income - Composite, Payments	Rtn Pymt (Composite)	Money	1	0	1
Individual Income - Composite, Payments	Period Pymt (1901)	Money	8	193	201
Individual Income - Composite, Payments	Extension Payment	Money	1	0	1
<b>6 Rows</b>			<b>16</b>	<b>1,597</b>	<b>1,613</b>
		No			
Individual Income - Composite, Returns	Composite Extension	Money	629	0	629
Individual Income - Composite, Returns	Composite Extension	Money	350	0	350
		No			
Individual Income - Composite, Returns	Composite Partnership	Money	1,252	0	1,252
Individual Income - Composite, Returns	Composite Partnership	Money	954	0	954
<b>4 Rows</b>			<b>3,185</b>	<b>0</b>	<b>3,185</b>
Individual Income, Payments	EFT Prd Pymt	Money	10	0	10
Individual Income, Payments	EFT Rtn Pymt	Money	65	0	65
Individual Income, Payments	Escrow Payment	Money	0	3	3
Individual Income, Payments	9321 Rtn Vch	Money	607	104,020	104,627
Individual Income, Payments	Audit Pymt (9301)	Money	0	8	8
Individual Income, Payments	Declaration Payment	Money	982	217,331	218,313
Individual Income, Payments	Rtn Pymt (IIF)	Money	1,132	321,611	322,743
Individual Income, Payments	Rtn Pymt (Sales)	Money	0	1	1
Individual Income, Payments	Trustee Pymt (9331)	Money	680	3,431	4,111
Individual Income, Payments	Extension Payment	Money	62	14,262	14,324
Individual Income, Payments	Period Pymt (1901)	Money	9,162	152,623	161,785
Individual Income, Payments	Period Pymt (1902)	Money	31	0	31
<b>12 Rows</b>			<b>12,731</b>	<b>813,290</b>	<b>826,021</b>
Individual Income, Returns	IIT Extension To File	Money	91	14,233	14,324
		No			
Individual Income, Returns	IIT Extension To File	Money	109	9,237	9,346
Individual Income, Returns	IIT Athlete	Money	12	0	12
		No			
Individual Income, Returns	IIT Athlete	Money	121	0	121
Individual Income, Returns	IIT NonResident	Money	144	21,219	21,363
		No			
Individual Income, Returns	IIT Resident	Money	9,982	572,532	582,514
		No			
Individual Income, Returns	Insurance Refund	Money	11	10,109	10,120
		No			
Individual Income, Returns	IIT NonResident	Money	709	70,297	71,006
Individual Income, Returns	IIT Resident	Money	3,580	290,235	293,815
<b>9 Rows</b>			<b>14,759</b>	<b>987,862</b>	<b>1,002,621</b>
New Orleans Exhibition Hall, Payments	9321 Rtn Vch	Money	110	288	398
New Orleans Exhibition Hall, Payments	Period Pymt (1901)	Money	407	155	562
New Orleans Exhibition Hall, Payments	Rtn Pymt (NOEH)	Money	474	3,780	4,254

<b>3 Rows</b>			<b>991</b>	<b>4,223</b>	<b>5,214</b>
New Orleans Exhibition Hall, Returns	NO Exhibition Hall & Authority	Money	553	3,765	4,318
		No			
New Orleans Exhibition Hall, Returns	NO Exhibition Hall & Authority	Money	59	2,141	2,200
<b>2 Rows</b>			<b>612</b>	<b>5,906</b>	<b>6,518</b>
NO Hotel/Motel (4 col), Payments	Rtn Pymt (NO Htl/Mtl)	Money	89	1,203	1,292
NO Hotel/Motel (4 col), Payments	Period Pymt (1901)	Money	181	83	264
NO Hotel/Motel (4 col), Payments	Audit Pymt (9301)	Money	0	1	1
NO Hotel/Motel (4 col), Payments	9321 Rtn Vch	Money	29	99	128
<b>4 Rows</b>			<b>299</b>	<b>1,386</b>	<b>1,685</b>
		No			
NO Hotel/Motel (4 col), Returns	NO Hotel/Motel (4 col)	Money	48	1,117	1,165
NO Hotel/Motel (4 col), Returns	NO Hotel/Motel (4 col)	Money	153	1,187	1,340
NO Hotel/Motel (4 col), Returns	Withholding L1	Money	1	0	1
NO Hotel/Motel (4 col), Returns	Statewide Hotel/Motel	Money	1	0	1
<b>4 Rows</b>			<b>203</b>	<b>2,304</b>	<b>2,507</b>
Oilfield Site Restor Oil, Payments	9321 Rtn Vch	Money	11	293	304
Oilfield Site Restor Oil, Payments	Rtn Pymt (OilField Oil)	Money	132	0	132
Oilfield Site Restor Oil, Payments	Period Pymt (1901)	Money	22	8	30
<b>3 Rows</b>			<b>165</b>	<b>301</b>	<b>466</b>
		No			
Oilfield Site Restor Oil, Returns	Oilfield Gas	Money	1	0	1
Oilfield Site Restor Oil, Returns	Oilfield Oil	Money	389	0	389
		No			
Oilfield Site Restor Oil, Returns	Oilfield Oil	Money	385	0	385
<b>3 Rows</b>			<b>775</b>	<b>0</b>	<b>775</b>
Oilfield Site Restor Gas, Payments	Period Pymt (1901)	Money	78	59	137
Oilfield Site Restor Gas, Payments	Rtn Pymt (OilField Gas)	Money	333	0	333
Oilfield Site Restor Gas, Payments	9321 Rtn Vch	Money	16	1,145	1,161
<b>3 Rows</b>			<b>427</b>	<b>1,204</b>	<b>1,631</b>
Oilfield Site Restor Gas, Returns	Oilfield Gas	Money	1,383	0	1,383
		No			
Oilfield Site Restor Gas, Returns	Oilfield Gas	Money	782	0	782
<b>2 Rows</b>			<b>2,165</b>	<b>0</b>	<b>2,165</b>
Sales, Payments	Trustee Pymt (9331)	Money	153	126	279
Sales, Payments	Rtn Pymt (Sales)	Money	24,217	396,449	420,666
Sales, Payments	EFT Rtn Pymt	Money	37	0	37
Sales, Payments	Escrow Payment	Money	4	0	4
Sales, Payments	Period Pymt (1901)	Money	22,536	27,576	50,112
Sales, Payments	Cash Bond Pymt	Money	12	23	35
Sales, Payments	Audit Escrow Payment (9341)	Money	2	0	2
Sales, Payments	9321 Rtn Vch	Money	4,710	25,876	30,586
Sales, Payments	Audit Pymt (9301)	Money	7	768	775
Sales, Payments	Contractor Fee Pymt	Money	55	1,245	1,300
Sales, Payments	EFT Prd Pymt	Money	29	0	29
<b>11 Rows</b>			<b>51,762</b>	<b>452,063</b>	<b>503,825</b>
Sales, Returns	Sales	Money	41,096	391,997	433,093
		No			
Sales, Returns	Sales	Money	8,724	225,789	234,513
<b>2 Rows</b>			<b>49,820</b>	<b>617,786</b>	<b>667,606</b>
Severance - Gas, Payments	Claim Payment	Money	0	4	4
Severance - Gas, Payments	Audit Pymt (9301)	Money	0	6	6
Severance - Gas, Payments	9321 Rtn Vch	Money	75	278	353
Severance - Gas, Payments	Period Pymt (1901)	Money	288	491	779
Severance - Gas, Payments	Severance One-Time Payment	Money	4	0	4
Severance - Gas, Payments	Rtn Pymt (Gas)	Money	616	3,113	3,729
<b>6 Rows</b>			<b>983</b>	<b>3,892</b>	<b>4,875</b>
		No			
Severance - Gas, Returns	Gas Summary	Money	324	3,447	3,771
Severance - Gas, Returns	Gas Summary	Money	609	3,091	3,700

Severance - Gas, Returns	Detail Returns	No Money	8,820	0	8,820
<b>3 Rows</b>			<b>9,753</b>	<b>6,538</b>	<b>16,291</b>
Severance - Minerals, Payments	Period Pymt (1901)	Money	18	20	38
Severance - Minerals, Payments	Rtn Pymt (Minerals)	Money	22	581	603
Severance - Minerals, Payments	9321 Rtn Vch	Money	0	59	59
<b>3 Rows</b>			<b>40</b>	<b>660</b>	<b>700</b>
Severance - Minerals, Returns	Minerals Summary	Money No	45	576	621
Severance - Minerals, Returns	Minerals Summary	Money	25	311	336
<b>2 Rows</b>			<b>70</b>	<b>887</b>	<b>957</b>
Severance - Oil, Payments	Period Pymt (1901)	Money	113	115	228
Severance - Oil, Payments	Rtn Pymt (Oil)	Money	119	260	379
Severance - Oil, Payments	Severance One-Time Payment	Money	1	0	1
Severance - Oil, Payments	9321 Rtn Vch	Money	45	28	73
Severance - Oil, Payments	Audit Pymt (9301)	Money	0	18	18
<b>5 Rows</b>			<b>278</b>	<b>421</b>	<b>699</b>
Severance - Oil, Returns	Gas Summary	No Money	0	1	1
Severance - Oil, Returns	Detail Returns	No Money	13,010	0	13,010
Severance - Oil, Returns	Oil Summary	No Money	277	7,808	8,085
Severance - Oil, Returns	Oil Summary	Money	115	258	373
<b>4 Rows</b>			<b>13,402</b>	<b>8,067</b>	<b>21,469</b>
Severance - Timber, Payments	Audit Pymt (9301)	Money	0	1	1
Severance - Timber, Payments	9321 Rtn Vch	Money	0	103	103
Severance - Timber, Payments	Rtn Pymt (Timber)	Money	44	726	770
Severance - Timber, Payments	Period Pymt (1901)	Money	13	48	61
<b>4 Rows</b>			<b>57</b>	<b>878</b>	<b>935</b>
Severance - Timber, Returns	Timber Summary	Money No	73	722	795
Severance - Timber, Returns	Timber Summary	Money	37	813	850
<b>2 Rows</b>			<b>110</b>	<b>1,535</b>	<b>1,645</b>
Statewide Hotel/Motel, Payments	Audit Pymt (9301)	Money	0	1	1
Statewide Hotel/Motel, Payments	9321 Rtn Vch	Money	32	368	400
Statewide Hotel/Motel, Payments	Rtn Pymt (Htl/Mtl)	Money	477	5,315	5,792
Statewide Hotel/Motel, Payments	Period Pymt (1901)	Money	199	313	512
Statewide Hotel/Motel, Payments	EFT Rtn Pymt	Money	1	0	1
<b>5 Rows</b>			<b>709</b>	<b>5,997</b>	<b>6,706</b>
Statewide Hotel/Motel, Returns	Statewide Hotel/Motel	Money No	711	5,290	6,001
Statewide Hotel/Motel, Returns	Statewide Hotel/Motel	Money	76	776	852
<b>2 Rows</b>			<b>787</b>	<b>6,066</b>	<b>6,853</b>
Withholding Non-emp Cmp, Payments	Period Pymt (1901)	Money	0	2	2
Withholding Non-emp Cmp, Payments	Rtn Pymt (Wth NEC)	Money	5	1	6
Withholding Non-emp Cmp, Payments	9321 Rtn Vch	Money	0	14	14
<b>3 Rows</b>			<b>5</b>	<b>17</b>	<b>22</b>
Withholding Non-emp Cmp, Returns	Withholding Non-emp Cmp	Money No	16	1	17
Withholding Non-emp Cmp, Returns	Withholding Non-emp Cmp	Money	29	0	29
<b>2 Rows</b>			<b>45</b>	<b>1</b>	<b>46</b>
Withholding, Payments	EFT L1 Rtn Pymt	Money	2	0	2
Withholding, Payments	Audit Pymt (9301)	Money	0	15	15
Withholding, Payments	9321 Rtn Vch	Money	0	8,292	8,292
Withholding, Payments	Trustee Pymt (9331)	Money	102	53	155
Withholding, Payments	Period Pymt (1901)	Money	12,558	27,928	40,486
Withholding, Payments	Escrow Payment	Money	4	0	4
Withholding, Payments	9321 Rtn L3	Money	4	0	4
Withholding, Payments	1 - L1 WTH Rtn Pymt	Money	8,986	381,704	390,690

Withholding, Payments	3 - L3 WTH Rtn Pymt	Money	16	1,049	1,065
Withholding, Payments	9321 Rtn L1	Money	846	0	846
<b>10 Rows</b>			<b>22,518</b>	<b>419,041</b>	<b>441,559</b>
Withholding, Returns	Withholding L1	No			
Withholding, Returns	Withholding L1	Money	1,504	106,466	107,970
Withholding, Returns	Withholding L1	Money	17,016	364,620	381,636
Withholding, Returns	Withholding L3	No			
Withholding, Returns	Withholding L3	Money	1,283	89,303	90,586
Withholding, Returns	Withholding L3	Money	38	1,007	1,045
<b>4 Rows</b>			<b>19,841</b>	<b>561,396</b>	<b>581,237</b>
			<b>258,320</b>	<b>4,225,546</b>	<b>4,483,866</b>